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2006

KWIC INDEX to Services

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www.serviceontario.ca

This 2006 Edition marks the final print version of the KWIC Index to Services.
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INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

MINISTRY PROGRAM OR SERVICE	(ACRONYM) (for this directory only)	WEB SITE (if available)	GENERAL INQUIRY NUMBER	PAGE
NOTE: The Ontario government central Web site can be accessed at: www.gov.on.ca				
Aboriginal Affairs	(MAA)	www.aboriginalaffairs.osaa.gov.on.ca	(416) 326-4740	136
Agriculture, Food and Rural Affairs	(OMAF)	www.omafra.gov.on.ca	1-888-466-2372	139
Alcohol and Gaming Commission of Ontario		www.agco.on.ca	(416) 326-8700	514
Attorney General	(MAG)	www.attorneygeneral.jus.gov.on.ca	(416) 326-2220	171
Auditor General	(OPA)	www.auditor.on.ca	(416) 327-2381	133
Cabinet Office	(CO)		(416) 325-7635	111
Children and Youth Services	(MCYS)	www.children.gov.on.ca	(416) 212-7432	218
Citizens' Inquiry Bureau		www.gov.on.ca	(416) 326-1234	508
Citizenship and Immigration	(MCI)	www.citizenship.gov.on.ca	(416) 327-2422	244
Community and Social Services	(CSS)	www.mcss.gov.on.ca/CFCS	(416) 325-5666	254
Community Safety and Correctional Services	(CSCS)	www.mpss.jus.gov.on.ca	(416) 326-5000	282
Culture	(MCL)	www.culture.gov.on.ca	(416) 212-1660	333
Democratic Renewal	(DEM)	www.democreaticrenewal.gov.on.ca	(416) 314-3390	348
Economic Development and Trade	(EDT)	www.ontariocanada.com	(416) 325-6666	349
Education	(EDU)	www.edu.gov.on.ca	(416) 325-2929	362
Elections Ontario	(OCE)	www.electionsontario.on.ca	(416) 326-6300	133
Energy	(ENG)	www.energy.gov.on.ca	(416) 327-6758	384
Environment	(ENE)	www.ene.gov.on.ca	(416) 325-4000	390
Environmental Commissioner	(ECO)	www.eco.on.ca	(416) 325-3377	132
Finance	(FIN)	www.fin.gov.on.ca	1-800-263-7965	410
Francophone Affairs	(OFA)	www.ofa.gov.on.ca	(416) 325-4949	447
Government Services	(MGS)	www.mgs.gov.on.ca	(416) 326-1234	448
Health and Long-Term Care	(MOH)	www.health.gov.on.ca	(416) 327-4327	520
Health Promotion	(MHP)	www.mhp.gov.on.ca	(416) 327-4327	583
Human Rights Commission		www.ohrc.on.ca	(416) 314-4500	213
Information and Privacy Commissioner	(IPC)	www.ipc.on.ca	(416) 326-3333	132
Integrity Commissioner	(ICO)	www.oico.on.ca	(416) 314-8983	134
Intergovernmental Affairs	(MIA)	www.mia.gov.on.ca	(416) 325-4800	584
Labour	(LAB)	www.labour.gov.on.ca	(416) 326-7400	586
Legislative Assembly	(MEM)	www.ontla.on.ca	(416) 325-7500	112
Legislative Library		www.ontla.on.ca/library	(416) 325-3900	126
Legislative Offices	(LEG)		(416) 325-7500	112
Lieutenant Governor's Office	(LTG)	www.lt.gov.on.ca	(416) 325-7780	111
Liquor Control Board of Ontario	(LCBO)	www.lcbo.ca	1-800-668-5226	693
Lobbyists Registration Office		lobbyist.oico.on.ca	(416) 327-4053	134
Municipal Affairs and Housing	(MMAH)	www.mah.gov.on.ca	(416) 585-7041	610
Natural Resources	(MNR)	www.mnr.gov.on.ca	1-800-667-1940	623
Northern Development and Mines	(NDM)	www.mndm.gov.on.ca	(416) 327-0633	663
Ombudsman Ontario	(OBD)	www.ombudsman.on.ca	(416) 586-3300	134
Ontario Energy Board		www.oeb.gov.on.ca	(416) 481-1967	389
Ontario Labour Relations Board		www.olrb.gov.on.ca	(416) 326-7500	605
Ontario Mortgage Corporation			(416) 585-7183	614
Ontario Place Corporation		www.ontarioplace.com	(416) 314-9900	710
Ontario Provincial Police		www.opp.ca	1-705-329-6111	286
Ontario Realty Corporation		www.orc.on.ca	(416) 327-3937	694
Ontario Securities Commission		www.osc.gov.on.ca	(416) 597-0681	445
Ontario Seniors' Secretariat		www.citizenship.gov.on.ca/seniors	1-888-910-1999	246
Ontario Shared Services			(416) 326-9300	461
Ontario Travel Information Centres		www.ontariotravel.net	1-800-668-2746	710
Ontario Women's Directorate		www.citizenship.gov.on.ca/owd	(416) 314-0300	247
OPSEU Pension Trust		www.optrust.com	(416) 681-6161	518
Public Infrastructure Renewal	(PIR)	www.pir.gov.on.ca	(416) 325-0424	686
Research and Innovation	(MRI)	www.mri.gov.on.ca	(416) 325-5181	695
Tourism	(TOUR)	www.tourism.gov.on.ca	(416) 326-9326	700
Training, Colleges and Universities	(TCU)	www.edu.gov.on.ca	1-800-387-5514	714
Transportation	(MTO)	www.mto.gov.on.ca	1-800-268-4686	731
Workplace Safety and Insurance Board		www.wsib.on.ca	(416) 344-1000	608

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The information in this directory is provided to Databases and Directories Unit by the designated PACE Coordinator in each ministry. The names are listed below.

Ministry/Office	Name	Phone Number
Aboriginal Affairs	Julie Yoshida	(416)326-2378
Agriculture, Food and Rural Affairs	Carol Lunod	(519)826-3878
Attorney General	Wenndy Thompson	(705)329-6826
Auditor General	John Sciarra	(416)327-2317
Cabinet Office	Mannie Cimbron	(416)325-9226
Children and Youth Services	Dahlia Ferrari	(416)327-4795
Citizenship and Immigration	Pat Naylor	(416)314-7711
Community and Social Services	Dahlia Ferrari	(416)327-4795
Community Safety and Correctional Services	Wenndy Thompson	(705)329-6826
Culture	John Stephens	(416)314-7744
Democratic Renewal	Lynda Bond	(416)325-6759
Economic Development and Trade	Lynda Bond	(416)325-6759
Education	Quincy Romain	(416)326-3613
Elections Ontario	Lisa Forte	(416)326-4394
Energy	Aleksandra Djurkovic	(416)327-7106
Environment	Elizabeth Howatt	(416)212-2383
Environmental Commissioner's Office	Cynthia Robinson	(416)325-3368
Finance	Elizabeth Lachowski	(905)440-4169
Francophone Affairs	Ghislain Albert	(416)325-4949
Government Services	Cristina da Rocha	(416)327-2847
Health and Long-Term Care	Olga Jaramillo	(416)327-7175
Health Promotion	Elizabeth Rice	(416)326-8475
Information and Privacy Commissioner's Office	Sandra Menezes	(416)326-3918
Integrity Commissioner's Office	Jennifer Koen	(416)314-8983
Intergovernmental Affairs	Lynda Bond	(416)325-6759
Labour	Julie Jones	(416)326-7260
Legislative Offices	Krista von Tiesenhausen	(416)325-3598
Lieutenant Governor's Office	Vania Cecchin	(416)325-7790
Liquor Control Board of Ontario	Annette Clifford	(416)864-6954
Municipal Affairs and Housing	Emily Castelino	(416)585-6378
Natural Resources	Sara Quade	(705)755-1416
Northern Development and Mines	Denise Anderson	(705)564-7444
Ombudsman's Office	Dean Morra	(416)586-3353
Public Infrastructure Renewal	Connie Careri	(416)327-7106
Research and Innovation	Lynda Bond	(416)325-6759
Tourism	Deborah Odhiambo	(416)327-1189
Training, Colleges and Universities	Quincy Romain	(416)326-3613
Transportation	Vivianne Tries	(905)704-2380
Workplace Safety and Insurance Board	Christine Munro	(416)344-4185

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How to use the Key Word Index 44

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  - mark boxes "for recycling" and
  - send in bulk to your own ministry mailroom.

THIS DIRECTORY INCLUDES KNOWN CHANGES UP TO DECEMBER 8, 2005

KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Databases and Directories Unit, Access and Inquiry Services, Service Delivery Branch, ServiceOntario, Ministry of Government Services. This directory is designed to provide a "key word" reference to descriptions of the Ontario government programs and services. Specific services are listed in italics, within horizontal lines, at the end of the office description. The directory also provides the address, general inquiry number, fax number and the hours of service for each unit.

The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX, is organized by ministry, division, branch and agency. It contains some 35,000 names and telephone numbers of key government employees, including an alphabetical cross-referenced list of employee names and telephone numbers. It also contains names, addresses and phone numbers of MPPs and their constituency offices. The preliminary pages include general inquiry numbers of major government departments, Web sites, as well as Queen's Park area maps. An index of government programs and services is printed at the back of the directory.

NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their ministry PACE Coordinator listed on page ii.

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Ontario Courthouse Building
Ottawa, ON K2P 2K1

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Toll Free in Ontario 1-800-268-7095

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Ottawa
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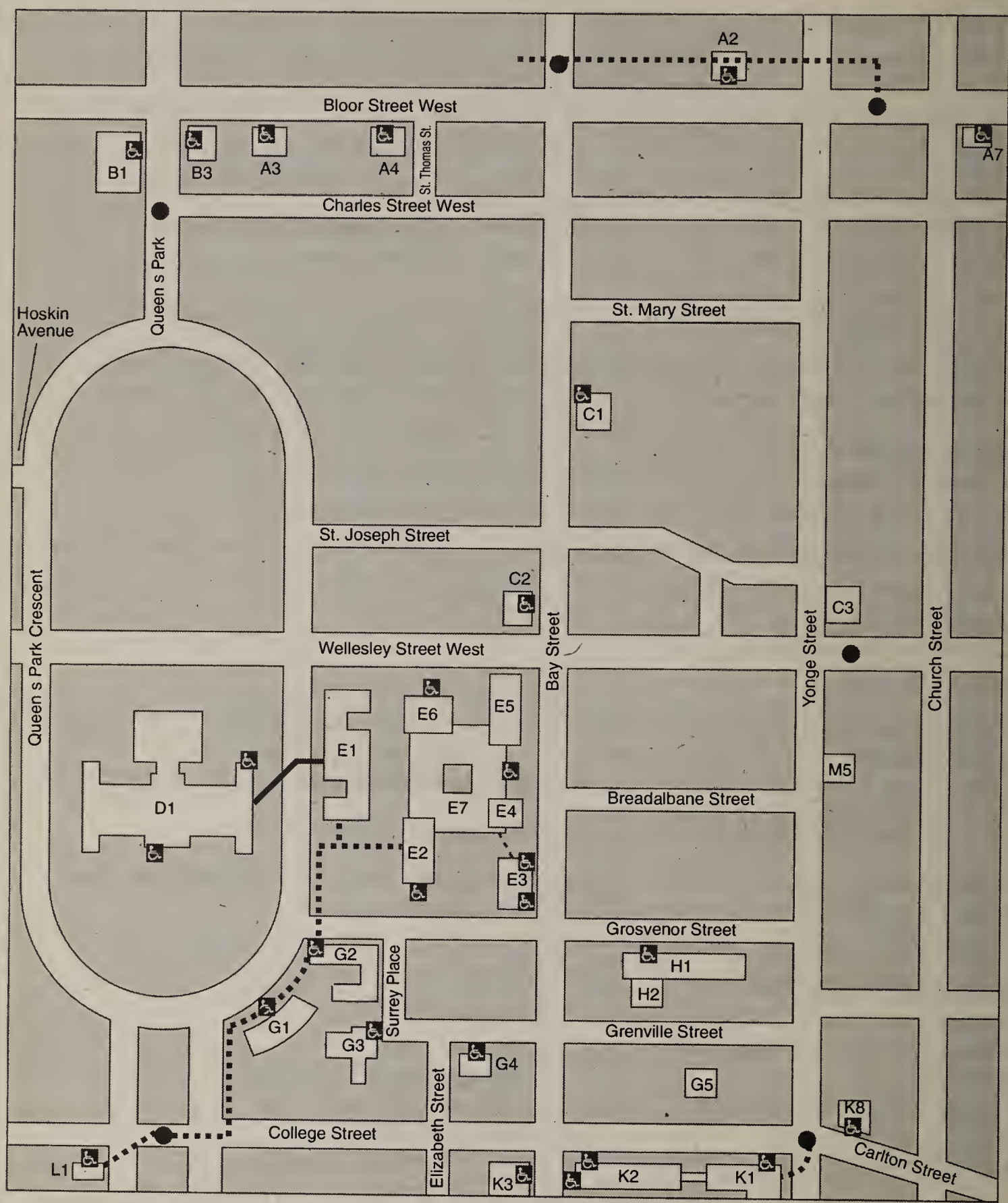
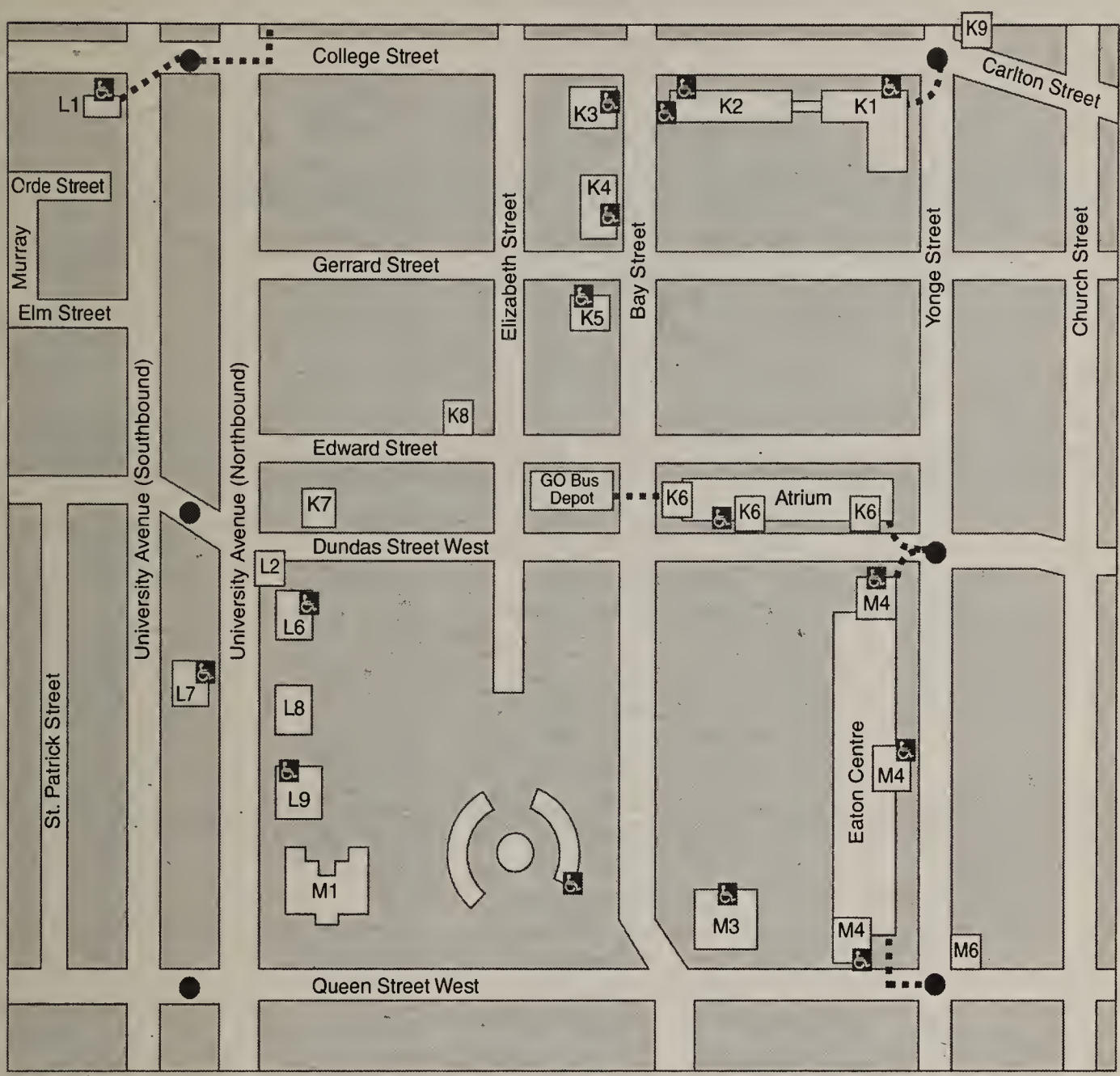
QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY ● **Subway** **Wheelchair Access** **Tunnel (Entrance from first basement)** **Subway tunnels**

LEGEND

A2 - 2 Bloor St. W.
A3 - 151 Bloor St. W.
A4 - 101 Bloor St. W.
A7 - 175 Bloor St. E.
B1 - 100 Queen's Park (Royal Ontario Museum)
B2 - 100 Queen's Park (Planetarium)
B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance)
C1 - 1075 Bay St. (The Citadel)
C2 - 56 Wellesley St. W.
C3 - 40 Wellesley St. E.
D1 - Legislative Building
E1 - 99 Wellesley St. W. (Whitney Block)
E2 - 80 Grosvenor St. (Hepburn Block)
E3 - 880 Bay St. 50 Grosvenor St.
E4 - 900 Bay St. (Mowat Block)
E5 - 900 Bay St. (Hearst Block)
E6 - 77 Wellesley St. W. (Ferguson Block)
E7 - 900 Bay St. (Macdonald Block)
G1 - 7 Queen's Park Cr. (Frost Building South)
G2 - 95 Grosvenor St. (Frost Building North)
G3 - 2 Surrey Place
G4 - 77 Grenville St. (Archives of Ontario)
G5 - 18 Grenville St. (Q.P. Credit Union)
H1 - 25 Grosvenor St. (George Drew Bldg.)
H2 - 26 Grenville St. (Coroner's Office)
K1 - 444 Yonge St. (Provincial and Small Claims Courts)
K2 - 777 Bay St. (College Park)
K3 - 790 Bay St.
K4 - 720 Bay St. (Attorney General)
K5 - 700 Bay St. (Lucliff Place)
K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 - 180 Dundas St. W.
K8 - 123 Edward St.
K9 - 2 Carlton St.
L1 - 700 University Ave.
L2 - 505 University Ave.
L6 - 439 University Ave.
L7 - 400 University Ave.
L8 - 393 University Ave.
L9 - 361 University Ave. (Court House)
M1 - 130 Queen St. W. (Osgoode Hall)
M3 - 60 Queen St. W. (Old City Hall)
M4 - Eaton Centre: includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower)
M5 - 415 Yonge St.
M6 - 1 Queen St. E.

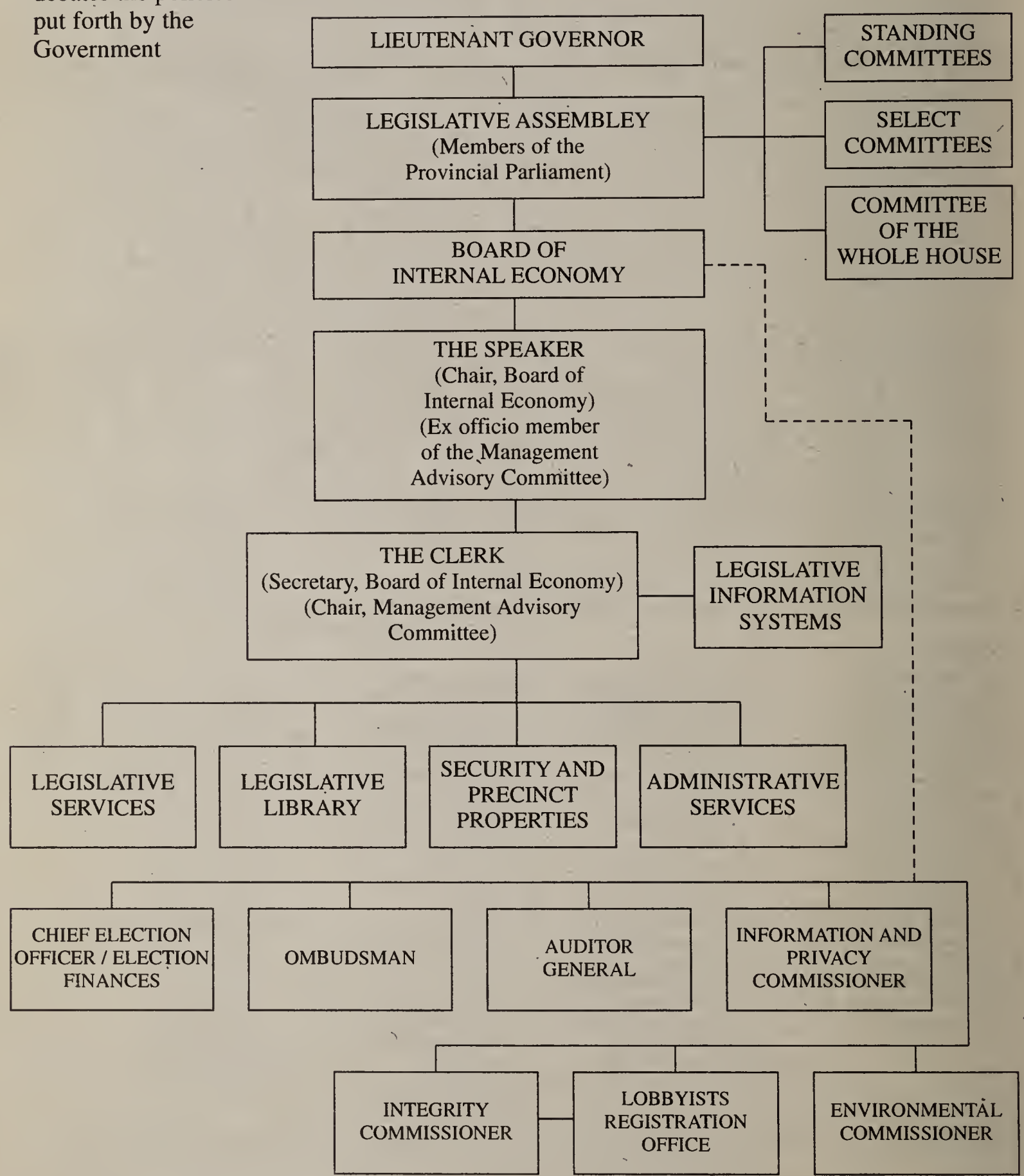
THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE
- formulates government policy
- administers government programs



CABINET AND ITS COMMITTEES

C	Chair
VC	Vice Chair
PA	Parliamentary Assistant
MPP	Member of Provincial Parliament

CABINET

COMPOSED OF THE PREMIER AND ALL MINISTERS

Priorities and Planning Board

- Premier (C)
- Finance (VC)
- Agriculture, Food and Rural Affairs
- Education
- Energy
- Health and Long-Term Care
- MPP

Government Services Policy Committee

- Government Services (C)
- Community and Social Services (VC)
- Economic Development and Trade
- Energy
- Finance
- Government Services (PA)
- MPP
- Public Infrastructure Renewal

Legislation and Regulations Committee

- Economic Development and Trade (C) (PA)
- Agriculture, Food and Rural Affairs
- Attorney General
- Culture
- Environment
- Health and Long-Term Care (PA)
- Health Promotion
- MPP (4)

Community Affairs Policy Committee

- Aboriginal Affairs
- Agriculture, Food and Rural Affairs
- Attorney General
- Attorney General (PA)
- Citizenship and Immigration
- Community and Social Services (PA)
- Community Safety and Correctional Services
- Health and Long-Term Care (PA)
- Municipal Affairs and Housing
- Training, Colleges and Universities (PA)
- Transportation

Economic Affairs Policy Committee

- MPP (VC)
- Children and Youth Services
- Economic Development and Trade
- Energy
- Finance
- Government Services
- Health Promotion
- Intergovernmental Affairs
- Labour
- MPP (3)
- Natural Resources
- Tourism
- Transportation (PA)

Education Policy Committee

- Natural Resources (C) (PA)
- Chief Government Whip (VC)
- Children and Youth Services
- Community Safety and Correctional Services (PA)
- Culture (PA)
- Democratic Renewal
- Economic Development and Trade
- Education
- Education (PA)
- MPP (2)
- Municipal Affairs and Housing (PA)
- Tourism (PA)

Federal, Interprovincial and Municipal Relations Policy Committee

- MPP (C)
- MPP (VC)
- Attorney General
- Labour (PA)
- MPP (4)
- Municipal Affairs and Housing
- Municipal Affairs and Housing (PA)
- Northern Development and Mines
- Premier
- Public Infrastructure Renewal
- Transportation

Health and Long-Term Care Policy Committee

- Government Caucus Chair (C)
- Community and Social Services (VC) (PA)
- Agriculture, Food and Rural Affairs (PA)
- Community and Social Services
- Culture
- Health and Long-Term Care
- MPP (3)
- Municipal Affairs and Housing
- Municipal Affairs and Housing (PA)
- Tourism
- Training, Colleges and Universities

I&IT ORGANIZATION AND CLUSTERS

The Office of the Corporate Chief Information Officer (OCCIO) provides corporate leadership on Information and Information Technology (I&IT) in the Ontario government. This office works with the eight Clusters to ensure that I&IT:

- is aligned with the government's business directions
- advances the government's business vision
- supports flexible, responsive, innovative public service
- enables the Ontario government to do business differently
- helps make Ontario the best place to live, work and do business

The OCCIO includes:

CENTRAL AGENCIES CLUSTER:

Cabinet Office
Ministry of Finance
Ministry of Government Services
Ministry of Public Infrastructure Renewal

CHILDREN, YOUTH AND SOCIAL SERVICES CLUSTER:

Ministry of Children and Youth Services
Ministry of Community and Social Services

COMMUNITY SERVICES CLUSTER:

Ministry of Citizenship and Immigration
Ministry of Culture
Ministry of Education
Ministry of Intergovernmental Affairs
Ministry of Municipal Affairs and Housing
Ministry of Tourism
Ministry of Training, Colleges and Universities

ECONOMICS AND BUSINESS CLUSTER:

Ministry of Government Services
Ministry of Economic Development and Trade
Ministry of Energy
Ministry of Labour

HEALTH SERVICES CLUSTER:

Ministry of Health and Long-Term Care
Ministry of Health Promotion

JUSTICE CLUSTER:

Minister Responsible for Aboriginal Affairs
Ministry of the Attorney General
Ministry of Community Safety and Correctional Services
Minister Responsible for Demoncratic Renewal

LAND AND RESOURCES CLUSTER:

Ministry of Agriculture, Food and Rural Affairs
Ministry of the Environment
Ministry of Natural Resources
Ministry of Northern Development and Mines

TRANSPORTATION CLUSTER:

Ministry of Transportation

ORGANIZATION INDEX

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MINISTRY ABBREVIATIONS

Ministries are designated by the below abbreviations. These acronyms are for the purpose of this directory only and are not approved designations. Agencies, boards and commissions are listed under their parent ministry.

Abbreviation	Ministry/Agency
CO	Cabinet Office
CSCS	Community Safety and Correctional Services
CSS	Community and Social Services
DEM	Democratic Renewal
ECO	Environmental Commissioner
EDT	Economic Development and Trade
EDU	Education
ENE	Environment
ENG	Energy
FIN	Finance
ICO	Integrity Commissioner (includes Lobbyists Registration Office)
IPC	Information and Privacy Commissioner
LAB	Labour
LEG	Legislative Offices
LTG	Lieutenant Governor's Office
MAA	Aboriginal Affairs
MAG	Attorney General
MCI	Citizenship and Immigration
MCL	Culture
MCYS	Children and Youth Services
MEM	Legislative Assembly (MPPs)
MGS	Government Services
MHP	Health Promotion
MIA	Intergovernmental Affairs
MMAH	Municipal Affairs and Housing
MNR	Natural Resources
MOH	Health and Long-Term Care
MRI	Research and Innovation
MTO	Transportation
NDM	Northern Development and Mines
OBD	Ombudsman Ontairo
OCE	Elections Ontario
OFA	Francophone Affairs
OMAF	Agriculture, Food and Rural Affairs
OPA	Auditor General
PIR	Public Infrastructure Renewal
TOUR	Tourism
TCU	Training, Colleges and Universities

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KEY WORD INDEX

Pages 43-108

HOW TO USE THE KEY WORD INDEX

From the alphabetical list of key words in the KEY WORD INDEX, select the key word which relates most closely to the information you require. A ministry abbreviation and page number are printed to the right of each key word entry.

The below example illustrates how you would find information about driver examination services. Information is obtained by selecting the key word **driver** and turning to page 761 of the Ministry of Transportation information.

KEY WORD	Ministry abbreviation	Page
driver examination services, DriveTest Centres	(MTO)	761

Some key words include a substitute word or "see also" cross-reference key word to help you locate the desired information. For example if you look up the topic of motor vehicle, you are directed to "See also vehicle." This example is printed on page 86 of this directory.

This KWIC Index is organized into the following sections:

Pages i - x **Introductory Information**

Pages 1 - 42 **Organization Index**

Pages 43 - 108 **Key Word Index.** Refer to top of this page for explanation.

Pages 109 - 775 **Organization Descriptions** include brief descriptions of offices and service names where applicable. Descriptions include contact addresses and phone numbers.

Pages 777 - 790 **Ministerial Responsibility for Acts** is an alphabetical listing of the Legislative Acts governed by each Ontario government ministry. The corresponding ministry name is printed for each Act.

NOTE: Refer to the "Government Pages" of your public telephone directory for phone numbers of federal, provincial and municipal government services available to you in your local dialing area.

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ORGANIZATION DESCRIPTIONS

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OFFICE OF THE LIEUTENANT GOVERNOR OF ONTARIO

Legislative Bldg
Queen's Park
Toronto M7A 1A1
(416)325-7780 (Lieutenant Governor's Office Inquiries)
Fax (416)325-7787
www.lt.gov.on.ca
8:30 - 5:00 ♿

The Lieutenant Governor is Ontario's representative of Her Majesty The Queen. The Office coordinates, supports and promotes the activities of the Lieutenant Governor. In his constitutional role, the Lieutenant Governor swears-in the Executive Council, outlines the Government's plans in the Speech from the Throne, provides the Royal Assent needed for bills to become law, approves orders-in-council and appointments recommended by Cabinet, and prorogues or dissolves each session of Parliament. In his community role, the Lieutenant Governor represents the people of Ontario and acts as the Province's official host, welcoming world leaders and diplomats. He hosts or attends hundreds of community events throughout Ontario, often speaking out in support of mental health, anti-racism and aboriginal youth. He presents honours and awards to outstanding Ontarians, and on request, sends messages for special celebrations and congratulations for birthdays (>90) and wedding anniversaries (>50).

THE ONTARIO GOVERNMENT

Queen Elizabeth II is the head of State, represented in Ontario by the Lieutenant Governor.

Ontario's parliamentary system has three branches:

The Executive Branch is comprised of elected representatives. The Premier and Ministers of the Crown collectively form the Cabinet of Ontario. Ministers are responsible for policies and program delivery in 25 ministries. The government is generally formed by the political party winning a majority of seats (representatives) in an election, with the party leader becoming the Premier of Ontario.

The Legislative Branch is comprised of all elected representatives and is presided over by a Speaker. It makes, amends and repeals laws, authorizes taxes, reviews expenditure estimates, receives reports, and debates bills, motions and resolutions.

The Judicial Branch is comprised of appointed individuals who administer justice by adjudicating criminal and civil disputes in Ontario's courts.

Ontario's government is supported by the Ontario Public Service, headed by the Secretary of the Cabinet.

CABINET OFFICE

Whitney Block
6th Flr, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)325-1941
TTY (416)314-5721
Fax (416)325-3004 ♿

The role of Cabinet office is to manage the decision-making structures of the Ontario government in the achievement of the government's priorities. Cabinet Office provides policy, communication and administrative advice and support to the Premier in his role as President of the Executive Council, to Cabinet and its committees, to the Premier's Office as well as to central agencies and ministries. Cabinet Office also works with the Government House Leader to implement the legislative agenda and liaises with the Lieutenant Governor.

LEGISLATIVE OFFICES

Legislative Bldg
Queen's Park
Toronto M7A 1A2 ♿

LEGISLATIVE ASSEMBLY OF ONTARIO

The **Legislative Assembly**, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

QUEEN'S PARK - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

The list below displays MPPs and their constituency names in alphabetical order, according to the constituency or riding name in bold print. Following this list is another list ordered alphabetically by the MPP's name. That list also includes the constituency name, address, phone and fax numbers.

BROWN, HON. MICHAEL A, LIB
ALGOMA - MANITOULIN

McMeekin, Ted LIB
ANCASTER - DUNDAS - FLAMBOROUGH - ALDERSHOT

Tascona, Joseph N, PC
BARRIE - SIMCOE - BRADFORD

Prue, Michael NDP
BEACHES - EAST YORK

Kular, Dr. Kuldip LIB
BRAMALEA - GORE - MALTON - SPRINGDALE

Jeffrey, Linda LIB
BRAMPTON CENTRE

Dhillon, Vic LIB
BRAMPTON WEST - MISSISSAUGA

Levac, Dave LIB
BRANT

Murdoch, Bill PC
BRUCE - GREY - OWEN SOUND

Jackson, Cameron PC
BURLINGTON

Martiniuk, Gerry PC
CAMBRIDGE

Hoy, Pat LIB
CHATHAM - KENT - ESSEX

Ruprecht, Tony LIB
DAVENPORT

CAPLAN, HON. DAVID LIB
DON VALLEY EAST

Wynne, Kathleen O, LIB
DON VALLEY WEST

Tory, John PC
DUFFERIN - PEEL - WELLINGTON - GREY

O'Toole, John R, PC
DURHAM

COLLE, HON. MIKE LIB
EGLINTON - LAWRENCE

PETERS, HON. STEVE LIB
ELGIN - MIDDLESEX - LONDON

Hudak, Tim PC
ERIE - LINCOLN

Crozier, Bruce LIB
ESSEX

BROTEN, HON. LAUREL C, LIB
ETOBICOKE - LAKESHORE

CANSFIELD, HON. DONNA H, LIB
ETOBICOKE CENTRE

Qaadri, Dr. Shafiq LIB
ETOBICOKE NORTH

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL

Sandals, Liz LIB
GUELPH - WELLINGTON

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT

Scott, Laurie PC
HALIBURTON - VICTORIA - BROCK

Chudleigh, Ted PC
HALTON

Horwath, Andrea NDP
HAMILTON EAST

BOUNTROGIANNI, HON. MARIE LIB
HAMILTON MOUNTAIN

Marsales, Judy LIB
HAMILTON WEST

DOMBROWSKY, HON. LEONA LIB
HASTINGS - FRONTENAC - LENNOX AND ADDINGTON

Mitchell, Carol LIB
HURON - BRUCE

Hampton, Howard NDP
KENORA - RAINY RIVER

GERRETSEN, HON. JOHN LIB
KINGSTON AND THE ISLANDS

Witmer, Elizabeth PC
KITCHENER - WATERLOO

Milloy, John LIB
KITCHENER CENTRE

Van Bommel, Maria LIB
LAMBTON - KENT - MIDDLESEX

Sterling, Norman W, PC
LANARK - CARLETON

Runciman, Robert W, PC
LEEDS - GRENVILLE

Ramal, Khalil LIB
LONDON - FANSHAWE

Matthews, Deb LIB
LONDON NORTH CENTRE

BENTLEY, HON. CHRISTOPHER LIB
LONDON WEST

Wong, Tony C, LIB
MARKHAM

TAKHAR, HON. HARINDER S, LIB
MISSISSAUGA CENTRE

Fonseca, Peter LIB
MISSISSAUGA EAST

Peterson, Tim LIB
MISSISSAUGA SOUTH

Delaney, Bob LIB
MISSISSAUGA WEST

Vacant
NEPEAN - CARLETON

Kormos, Peter NDP
NIAGARA CENTRE

Craitor, Mr. Kim LIB
NIAGARA FALLS

Martel, Shelley NDP
NICKEL BELT

Smith, Monique M, LIB
NIPISSING

Rinaldi, Lou LIB
NORTHUMBERLAND

Klees, Frank F, PC
OAK RIDGES

Flynn, Kevin D, LIB
OAKVILLE

Ouellette, Jerry J, PC
OSHAWA

McNeely, Phil LIB
OTTAWA - ORLÉANS

MEILLEUR, HON. MADELEINE LIB
OTTAWA - VANIER

Patten, Richard LIB
OTTAWA CENTRE

MCGUINTY, HON. DALTON LIB
OTTAWA SOUTH

WATSON, HON. JIM LIB
OTTAWA WEST - NEPEAN

Hardeman, Ernie PC
OXFORD

KENNEDY, HON. GERARD LIB
PARKDALE - HIGH PARK

Miller, Norm PC
PARRY SOUND - MUSKOKA

Wilkinson, John LIB
PERTH - MIDDLESEX

Leal, Jeff LIB
PETERBOROUGH

Arthurs, Wayne LIB
PICKERING - AJAX - UXBRIDGE

Parsons, Ernie LIB
PRINCE EDWARD - HASTINGS

Yakabuski, John PC
RENFREW - NIPISSING - PEMBROKE

Di Cocco, Caroline LIB
SARNIA - LAMBTON

Orazietti, David LIB
SAULT STE MARIE

PHILLIPS, HON. GERRY LIB
SCARBOROUGH - AGINCOURT

Balkissoon, Bas LIB
SCARBOROUGH - ROUGE RIVER

Duguid, Brad LIB
SCARBOROUGH CENTRE

CHAMBERS, HON. MARY ANNE V, LIB
SCARBOROUGH EAST

Berardinetti, Lorenzo LIB
SCARBOROUGH SOUTHWEST

Wilson, Jim PC
SIMCOE - GREY

Dunlop, Garfield PC
SIMCOE NORTH

BRADLEY, HON. JIM J, LIB
ST CATHARINES

BRYANT, HON. MICHAEL LIB
ST PAUL'S

Mossop, Jennifer F, LIB
STONEY CREEK

Brownell, Jim LIB
STORMONT - DUNDAS - CHARLOTTENBURGH

BARTOLUCCI, HON. RICK LIB
SUDBURY

Racco, Mario G, LIB
THORNHILL

Mauro, Bill LIB
THUNDER BAY - ATIKOKAN

Gravelle, Michael LIB
THUNDER BAY - SUPERIOR NORTH

RAMSAY, HON. DAVID J, LIB
TIMISKAMING - COCHRANE

Bisson, Gilles NDP
TIMMINS - JAMES BAY

Vacant
TORONTO - DANFORTH

SMITHERMAN, HON. GEORGE LIB
TORONTO CENTRE - ROSEDALE

Marchese, Rosario NDP
TRINITY - SPADINA

Sorbara, Greg LIB
VAUGHAN - KING - AURORA

Arnott, Ted PC
WATERLOO - WELLINGTON

Vacant
WHITBY - AJAX

Zimmer, David LIB
WILLOWDALE

DUNCAN, HON. DWIGHT LIB
WINDSOR - ST CLAIR

PUPATELLO, HON. SANDRA LIB
WINDSOR WEST

KWINTER, HON. MONTE LIB
YORK CENTRE

Munro, Julia PC
YORK NORTH

CORDIANO, HON. JOSEPH LIB
YORK SOUTH - WESTON

Sergio, Mario LIB
YORK WEST

CONSTITUENCIES - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

Following is an alphabetical list of members with their constituency office(s) addresses and phone numbers.

Arnott, Ted PC
WATERLOO - WELLINGTON
2nd Flr, 181 St Andrew St E
Fergus N1M 1P9
General Inquiry (519)787-5247
Toll Free 1-800-265-2366 (Within Riding)
Fax (519)787-5249

Arthurs, Wayne LIB
PICKERING - AJAX - UXBRIDGE
Suite 213, 1550 Kingston Rd
Pickering L1V 1C3
General Inquiry (905)420-0829
Toll Free 1-800-669-4788
Fax (905)420-5351

Balkissoon, Bas LIB
SCARBOROUGH - ROUGE RIVER
Unit B, 4559 Sheppard Ave E
Toronto M1S 1V3
General Inquiry (416)297-5040
Fax (416)297-6767

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT
39 Norfolk St N
Simcoe N3Y 3N6
General Inquiry (519)428-0446
Toll Free 1-800-903-8629 (Within Riding)
Fax (519)428-0835

BARTOLUCCI, HON. RICK LIB
SUDBURY
Unit 2, 100 Elm St
Sudbury P3C 1T5
General Inquiry (705)675-1914
Fax (705)675-1456

BENTLEY, HON. CHRISTOPHER LIB
LONDON WEST
Unit 8, 11 Baseline Rd E
London N6C 5Z8
General Inquiry (519)657-3120
Fax (519)657-0368

Berardinetti, Lorenzo LIB
SCARBOROUGH SOUTHWEST
3047 Kingston Rd
Scarborough M1M 1P1
General Inquiry (416)261-9525
Fax (416)261-0381

Bisson, Gilles NDP
TIMMINS - JAMES BAY
Suite 202, 60 Wilson Ave
Timmins P4N 2S9
General Inquiry (705)268-6400
Toll Free 1-800-461-9878 (Within Riding)
Fax (705)266-9125

Bisson, Gilles NDP
TIMMINS - JAMES BAY
ALTERNATE ADDRESS
12B Byng Ave
Kapuskasing P5N 1W3
General Inquiry (705)335-6400
Toll Free 1-800-461-9878 (Within Riding)
Fax (705)337-6869

BOUNTROGIANNI, HON. MARIE LIB
HAMILTON MOUNTAIN
Unit 2, 952 Concession St
Hamilton L8V 1G2
General Inquiry (905)388-9734
Fax (905)388-7862

BRADLEY, HON. JIM J, LIB
ST CATHARINES
Unit 2, 2 Secord Dr
St Catharines L2N 1K8
General Inquiry (905)935-0018
Fax (905)935-0191

BROTEN, HON. LAUREL C, LIB
ETOBICOKE - LAKESHORE
2731 Lakeshore Blvd W
Etobicoke M8V 1G9
General Inquiry (416)259-2249
Fax (416)259-3704

BROWN, HON. MICHAEL A, LIB
ALGOMA - MANITOULIN
5 Elizabeth Walk
Elliot Lake P5A 1Z2
General Inquiry (705)461-9710
Toll Free 1-800-831-1899
Fax (705)461-9720

Brownell, Jim LIB
STORMONT - DUNDAS - CHARLOTTENBURGH
404 Montreal Rd
Cornwall K6H 1B7
General Inquiry (613)543-4470 (Morrisburg)
General Inquiry (613)933-6513
Toll Free 1-800-514-9660 (Within Riding)
Fax (613)933-6449

BRYANT, HON. MICHAEL LIB
ST PAUL'S
803 St Clair Ave W
Toronto M6C 1B9
General Inquiry (416)656-0943
Fax (416)656-0875

CANSFIELD, HON. DONNA H, LIB
ETOBICOKE CENTRE
Suite 200, 4800 Dundas St W
Toronto M9A 1B1
General Inquiry (416)234-2800
Fax (416)234-2276

CAPLAN, HON. DAVID LIB
DON VALLEY EAST
2062 Sheppard Ave E
North York M2J 5B3
General Inquiry (416)494-6856
Fax (416)494-9937

CHAMBERS, HON. MARY ANNE V, LIB
SCARBOROUGH EAST
Unit 20, 4630 Kingston Rd
Scarborough M1E 4Z4
General Inquiry (416)281-2787
Fax (416)281-2360

Chudleigh, Ted PC
HALTON
Suite 100, 192 Main St E
Milton L9T 1N8
General Inquiry (905)878-1729
Fax (905)878-5144

COLLE, HON. MIKE LIB
EGLINTON - LAWRENCE
2882 Dufferin St
Toronto M6B 3S6
General Inquiry (416)781-2395
Fax (416)781-4116

CORDIANO, HON. JOSEPH LIB
YORK SOUTH - WESTON
Unit 3, 2277 Keele St
Toronto M6M 3Z6
General Inquiry (416)243-7984
Fax (416)243-0327

Craitor, Mr. Kim LIB
NIAGARA FALLS
Mount Carmel Plaza, Unit 8,
3930 Montrose Rd
Niagara Falls L2H 3C9
General Inquiry (905)357-0681
Fax (905)357-9456

Crozier, Bruce LIB
ESSEX
78 Talbot St N
Essex N8M 1A2
General Inquiry (519)776-6420
Toll Free 1-800-265-3909 (Within Riding)
Fax (519)776-5763
9:00 - 5:00

Delaney, Bob LIB
MISSISSAUGA WEST
Unit 3, 2145 Dunwin Dr
Mississauga L5L 4L9
General Inquiry (905)569-1643
Fax (905)569-6416

Dhillon, Vic LIB
BRAMPTON WEST - MISSISSAUGA
Suite 304, 201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)796-8669
Fax (905)796-8069

Di Cocco, Caroline LIB
SARNIA - LAMBTON
First Sarnia Pl, Suite 407, 201 Front St N
Sarnia N7T 7T9
General Inquiry (519)337-0051
Fax (519)337-3246

DOMBROWSKY, HON. LEONA LIB
HASTINGS - FRONTENAC - LENNOX AND ADDINGTON
15 Dairy Ave
Napanee K7R 1M4
General Inquiry (613)354-6630
Toll Free 1-877-536-6248 (Within Riding)
Fax (613)354-0232

Duguid, Brad LIB
SCARBOROUGH CENTRE
Suite 204, 1450 Midland Ave
Scarborough M1P 4Z8
General Inquiry (416)615-2183
Fax (416)615-2011

DUNCAN, HON. DWIGHT LIB
WINDSOR - ST CLAIR
4808 Tecumseh Rd E
Windsor N8T 1B8
General Inquiry (519)251-5199
Fax (519)251-5299

Dunlop, Garfield PC
SIMCOE NORTH
14 Coldwater Rd W
PO Box 2320
Orillia L3V 6S2
General Inquiry (705)326-3246
Toll Free 1-800-304-7341 (Within Riding)
Fax (705)326-9579

Dunlop, Garfield PC
SIMCOE NORTH
ALTERNATE ADDRESS
482 Elizabeth St
Midland L4R 1Z8
General Inquiry (705)526-8671
Fax (705)526-8600

Flynn, Kevin D, LIB
OAKVILLE
Unit 2, 2330 Lakeshore Rd W
Oakville L6L 1H3
General Inquiry (905)827-5141
Fax (905)827-3786

Fonseca, Peter LIB
MISSISSAUGA EAST
Central Pkwy Mall, Units 17/18,
377 Burnamthorpe Rd E
Mississauga L5A 3Y1
General Inquiry (905)238-1751
Fax (905)238-4918

GERRETSEN, HON. JOHN LIB
KINGSTON AND THE ISLANDS
The LaSalle Mews, Suite 2, 303 Bagot St
Kingston K7K 5W7
General Inquiry (613)547-2385
Fax (613)547-5001

Gravelle, Michael LIB
THUNDER BAY - SUPERIOR NORTH
Suite 101, 215 Van Norman St
Thunder Bay P7A 4B6
General Inquiry (807)345-3647
Toll Free 1-888-516-5555 (Within Riding)
Fax (807)345-2922

Hampton, Howard NDP
KENORA - RAINY RIVER
Suite 3, 140 Fourth St W
Fort Frances P9A 3B8
General Inquiry (807)274-7619
Fax (807)274-3721

Hampton, Howard NDP
KENORA-RAINY RIVER
ALTERNATE ADDRESS
123A Queen St
Dryden P8N 1A8
General Inquiry (807)223-6456
Toll Free 1-800-465-8501 (Within Riding)
Fax (807)223-6593

Hampton, Howard NDP
KENORA-RAINY RIVER
ALTERNATE ADDRESS
2nd Flr, 114 Main St S
Kenora P9N 1S9
General Inquiry (807)467-2415
Fax (807)467-2641

Hardeman, Ernie PC
OXFORD
12 Perry St
Woodstock N4S 3C2
General Inquiry (519)537-5222
Toll Free 1-800-265-4046 (Within Riding)
Fax (519)537-3577

Horwath, Andrea NDP
HAMILTON EAST
720 Main St E
Hamilton L8M 1K9
General Inquiry (905)544-9644
Fax (905)544-5152

Hoy, Pat LIB
CHATHAM - KENT- ESSEX
Suite 100, 111 Heritage Rd
Chatham N7M 5W7
General Inquiry (519)351-0510
Toll Free 1-800-265-3992 (Within Riding)
Fax (519)351-7714

Hudak, Tim PC
ERIE - LINCOLN
Unit M1, 4961 King St E
Beamsville L0R 1B0
General Inquiry (905)563-1755
Toll Free 1-800-665-3697 (Within Riding)
Fax (905)563-1317

Hudak, Tim PC
ERIE - LINCOLN
ALTERNATE ADDRESS
Country Fair Mall, Unit 21, 200 Garrison Rd
Fort Erie L2A 5S6
General Inquiry (905)994-1846
Fax (905)994-1140

Hudak, Tim PC
ERIE - LINCOLN
ALTERNATE ADDRESS
231 Chestnut St
Dunnville N1A 2H2
General Inquiry (905)774-2533

Jackson, Cameron PC
BURLINGTON
Unit 19, 460 Brant St
Burlington L7R 4B6
General Inquiry (905)639-7924
Fax (905)639-3284

Jeffrey, Linda LIB
BRAMPTON CENTRE
Suite 602, 24 Queen St E
Brampton L6V 1A3
General Inquiry (905)796-6882
TTY (905)796-1644
Fax (905)796-6306

KENNEDY, HON. GERARD LIB
PARKDALE - HIGH PARK
2861 Dundas St W
Toronto M6P 1Y9
General Inquiry (416)763-5630
Fax (416)763-5640

Klees, Frank F, PC
OAK RIDGES
Unit 210, 650 Hwy 7 E
Richmond Hill L4B 1B2
General Inquiry (905)707-3160
(905)642-5500 (Stouffville)
Toll Free 1-800-211-1881 (Within Riding)
Fax (905)707-3161

Kormos, Peter NDP
NIAGARA CENTRE
Unit 103, 60 King St
Welland L3B 6A4
General Inquiry (905)732-6884
Fax (905)732-9782

Kular, Dr. Kuldip LIB
BRAMALEA - GORE - MALTON - SPRINGDALE
8177 Torbram Rd
Brampton L6T 5C5
General Inquiry (905)799-3939
Fax (905)799-9505

KWINTER, HON. MONTE LIB
YORK CENTRE
539 Wilson Heights Blvd
Downsview M3H 2V7
General Inquiry (416)630-0080
Fax (416)630-8828

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL
1608 Laurier St
PO Box 339
Rockland K4K 1K4
General Inquiry (613)446-4010
Toll Free 1-800-355-9666 (Within Riding)
Fax (613)446-6605

Lalonde, Jean-Marc LIB
GLENGARRY- PRESCOTT- RUSSELL
ALTERNATE ADDRESS
2nd Flr, 90 Main St S
PO Box 963
Alexandria K0C 1A0
General Inquiry (613)525-4605

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL
ALTERNATE ADDRESS
Suite 116, 151 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)632-2706
Toll Free 1-800-294-8250 (Within Riding)
Fax (613)632-1554

Leal, Jeff LIB
PETERBOROUGH
236 King St
Peterborough K9J 7L8
General Inquiry (705)742-3777
Fax (705)742-1822

Levac, Dave LIB
BRANT
90 Nelson St
Brantford N3T 2N1
General Inquiry (519)759-0361
Fax (519)759-6439

Marchese, Rosario NDP
TRINITY - SPADINA
854 Dundas St W
Toronto M6J 1V5
General Inquiry (416)603-9664
Fax (416)603-1241

Marsales, Judy LIB
HAMILTON WEST
Suite A, 1070 Main St W
Hamilton L8S 1B4
General Inquiry (905)529-1277
Fax (905)529-1280

Martel, Shelley NDP
NICKEL BELT
Hanmer Valley Shopping Plaza, Unit 15,
5085 Hwy 69 N
Hanmer P3P 1P7
General Inquiry (705)969-3621
Toll Free 1-877-280-9990 (Within Riding)
Fax (705)969-3583

Martiniuk, Gerry PC
CAMBRIDGE
Unit 2, 410 Hespeler Rd
Cambridge N1R 6J6
General Inquiry (519)623-5852
Fax (519)623-3250

Matthews, Deb LIB
LONDON NORTH CENTRE
805 Richmond St
London N6A 3H6
General Inquiry (519)432-7339
Fax (519)432-0613

Mauro, Bill LIB
THUNDER BAY - ATIKOKAN
240 South Syndicate Ave
Thunder Bay P7E 1C8
General Inquiry (807)623-9237
Fax (807)623-4983

Mauro, Bill Lib
THUNDER BAY - ATIKOKAN
ALTERNATE ADDRESS
205 Main St W
PO Box 1780
Atikokan P0T 1C0
General Inquiry (807)597-2629
Fax (807)597-2402

MCGUINTY, HON. DALTON LIB
OTTAWA SOUTH
1795 Kilborn Ave
Ottawa K1H 6N1
General Inquiry (613)736-9573
Fax (613)736-7374

McMeekin, Ted LIB
ANCASTER - DUNDAS - FLAMBOROUGH - ALDERSHOT
299 Dundas St E
PO Box 1240
Waterdown L0R 2H0
General Inquiry (905)690-6552
Toll Free 1-888-566-6614 (Within Riding)
Fax (905)690-6562

McNeely, Phil LIB
OTTAWA - ORLÉANS
Unit 6, 110 Bearbrook Rd
Gloucester K1B 5R2
General Inquiry (613)834-8679
Fax (613)834-7647

MEILLEUR, HON. MADELEINE LIB
OTTAWA - VANIER
237 Montreal Rd
Vanier K1L 6C7
General Inquiry (613)744-4484
Fax (613)744-0889

Miller, Norm PC
PARRY SOUND - MUSKOKA
Unit 1, 165 Manitoba St
Bracebridge P1L 1S3
General Inquiry (705)645-8538
Toll Free 1-888-267-4826 (Within Riding)
Fax (705)645-8148

Miller, Norm PC
PARRY SOUND - MUSKOKA
ALTERNATE ADDRESS
17 James St
Parry Sound P2A 1T4
General Inquiry (705)746-4266
Toll Free 1-888-701-1176 (Within Riding)
Fax (705)746-1578

Milloy, John LIB
KITCHENER CENTRE
Unit 6C, 1770 King St E
Kitchener N2G 2P1
General Inquiry (519)579-5460
Fax (519)579-2121

Mitchell, Carol LIB
HURON - BRUCE
49 Albert St
PO Box 1794
Clinton N0M 1L0
General Inquiry (519)482-5630
Toll Free 1-800-668-9320 (Within Riding)
Fax (519)482-3149

Mitchell, Carol LIB
HURON - BRUCE
ALTERNATE ADDRESS
322 Lambton St
Kincardine N2Z 1Y9
General Inquiry (519)396-3007
Toll Free 1-866-396-3007
Fax (519)396-3011

Mossop, Jennifer F, LIB
STONEY CREEK
9 Lake Ave S
Stoney Creek L8G 2V1
General Inquiry (905)664-4200
Toll Free 1-800-411-6611 (Within Riding)
Fax (905)662-2313

Munro, Julia PC
YORK NORTH
Suite 103, 17705 Leslie St
Newmarket L3Y 3E3
General Inquiry (905)898-8514
Fax (905)898-8517

Murdoch, Bill PC
BRUCE - GREY- OWEN SOUND
1047 2nd Ave E
Owen Sound N4K 2H8
General Inquiry (519)371-2421
Toll Free 1-800-461-2664 (Within Riding)
Fax (519)371-0953

O'Toole, John R, PC
DURHAM
75 King St E
Bowmanville L1C 1N4
General Inquiry (905)697-1501
Toll Free 1-800-661-2433 (Within Riding)
Fax (905)697-1506

Orazietti, David LIB
SAULT STE MARIE
726 Queen St E
Sault Ste Marie P6A 2A9
General Inquiry (705)949-6959
Fax (705)946-6269

Ouellette, Jerry J, PC
OSHAWA
170 Athol St E
Oshawa L1H 1K1
General Inquiry (905)723-2411
Fax (905)723-1054

Parsons, Ernie LIB
PRINCE EDWARD - HASTINGS
183 Front St
Belleville K8N 2Y9
General Inquiry (613)962-1144
TTY Toll Free 1-866-796-1888 (Within Riding)
Fax (613)969-6381

Patten, Richard LIB
OTTAWA CENTRE
Suite 204, 411 Roosevelt Ave
Ottawa K2A 3X9
General Inquiry (613)722-6414
Fax (613)722-6703

PETERS, HON. STEVE LIB
ELGIN - MIDDLESEX - LONDON
542 Talbot St
St Thomas N5P 1C4
General Inquiry (519)631-0666
Toll Free 1-800-265-7638 (Within Riding)
Fax (519)631-9478

Peterson, Tim LIB
MISSISSAUGA SOUTH
Unit B1, 1020 Johnson's Lane
Mississauga L5J 2P7
General Inquiry (905)822-7898
Fax (905)822-8344

PHILLIPS, HON. GERRY LIB
SCARBOROUGH - AGINCOURT
Suite 204, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)297-6568
Fax (416)297-4962

Prue, Michael NDP
BEACHES - EAST YORK
1821 Danforth Ave
Toronto M4C 1J2
General Inquiry (416)690-1032
Fax (416)690-8420

PUPATELLO, HON. SANDRA LIB
WINDSOR WEST
1483 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)977-7191
Fax (519)977-7029

Qaadri, Dr. Shafiq LIB
ETOBICOKE NORTH
823 Albion Rd
Etobicoke M9V 1A3
General Inquiry (416)745-2859
Fax (416)745-4601

Racco, Mario G, LIB
THORNHILL
Suite 204, 7330 Yonge St
Thornhill L4J 7Y7
General Inquiry (905)731-8462
Fax (905)731-2984

Ramal, Khalil LIB
LONDON - FANSHAWE
Unit 16, 771 Southdale Rd E
London N6E 2C6
General Inquiry (519)668-1104
Fax (519)668-1941

RAMSAY, HON. DAVID J, LIB
TIMISKAMING - COCHRANE
29 Duncan Ave
Kirkland Lake P2N 1X5
General Inquiry (705)567-4650
Toll Free 1-800-461-2186 (Within Riding)
Fax (705)567-4208

RAMSAY, HON. DAVID J, LIB
TIMISKAMING - COCHRANE
ALTERNATE ADDRESS
99 Lake Shore Rd
PO Box 398
New Liskeard P0J 1P0
General Inquiry (705)647-5995
Toll Free 1-888-701-1105 (Within Riding)
Fax (705)647-1976

RAMSAY, HON. DAVID J, LIB
TIMISKAMING - COCHRANE
ALTERNATE ADDRESS
94 King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-9965
Toll Free 1-888-701-1105 (Within Riding)

Rinaldi, Lou LIB
NORTHUMBERLAND
Suite 303, 1005 Elgin St W
Cobourg K9A 5J4
General Inquiry (905)372-4000
Toll Free 1-800-263-3980 (Within Riding)
Fax (905)372-1672

Rinaldi, Lou LIB
NORTHUMBERLAND
ALTERNATE ADDRESS
Unit 7, 255 Glen Miller Rd
Trenton K8V 5P8
General Inquiry (613)392-3038
Fax (613)392-2241

Runciman, Robert W, PC
LEEDS - GRENVILLE
243 Perth St
Brockville K6V 5E7
General Inquiry (613)342-9522
Toll Free 1-800-267-4408 (Within Riding)
Fax (613)342-2501

Ruprecht, Tony LIB
DAVENPORT
1359 Davenport Rd
Toronto M6H 2H5
General Inquiry (416)535-3158
Fax (416)325-9961

Sandals, Liz LIB
GUELPH - WELLINGTON
173 Woolwich St
Guelph N1H 3V4
General Inquiry (519)836-4190
Fax (519)836-4191

Scott, Laurie PC
HALIBURTON - VICTORIA - BROCK
14 Lindsay St N
Lindsay K9V 1T4
General Inquiry (705)324-6654
Toll Free 1-800-424-2490 (Within Riding)
Fax (705)324-6938

Sergio, Mario LIB
YORK WEST
Unit 38, 2300 Finch Ave W
North York M9M 2Y3
General Inquiry (416)743-7272
Fax (416)743-3292

Smith, Monique M, LIB
NIPISSING
165 Main St E
North Bay P1B 1A9
General Inquiry (705)474-8340
Fax (705)474-9747

SMITHERMAN, HON. GEORGE LIB
TORONTO CENTRE - ROSEDALE
Suite 413, 120 Carlton St
Toronto M5A 4K2
General Inquiry (416)972-7683
TTY (416)972-9674
Fax (416)972-7686

Sorbara, Greg LIB
VAUGHAN - KING - AURORA
Unit AU8, 140 Woodbridge Ave
Woodbridge L4L 4K9
General Inquiry (905)851-0440
Toll Free 1-877-880-6770 (Within Riding)
Fax (905)851-0210

Sterling, Norman W, PC
LANARK - CARLETON
Heritage Walk, Unit 5, 130 Lansdowne Ave
Carleton Place K7C 2T7
General Inquiry (613)253-1171
Toll Free 1-800-267-1020 (Within Riding)
Fax (613)253-1175

TAKHAR, HON. HARINDER S, LIB
MISSISSAUGA CENTRE
Suite 203, 3050 Confederation Pkwy
Mississauga L5B 3Z6
General Inquiry (905)897-8815
Fax (905)897-8482

Tascona, Joseph N, PC
BARRIE - SIMCOE - BRADFORD
36 Mulcaster St
Barrie L4M 3M1
General Inquiry (705)737-4242
Toll Free 1-800-461-5473 (Within Riding)
Fax (705)737-1085

Tascona, Joseph N, PC
BARRIE - SIMCOE - BRADFORD
ALTERNATE ADDRESS
982 Innisfil Beach Rd
Innisfil L9S 2B5
General Inquiry (705)436-5478
Toll Free 1-800-461-5473
Fax (705)737-1085

Tory, John PC
DUFFERIN - PEEL - WELLINGTON - GREY
244 Broadway Ave
Orangeville L9W 1K5
General Inquiry (519)941-7751
Toll Free 1-800-265-1603 (Within Riding)
Fax (519)941-3246

Tory, John PC
DUFFERIN - PEEL - WELLINGTON - GREY
ALTERNATE ADDRESS
12596 Hwy 50 S
Bolton L7E 1T6
General Inquiry (905)951-9382

Van Bommel, Maria LIB
LAMBTON - KENT - MIDDLESEX
71C Front St W
Strathroy N7G 1X6
General Inquiry (519)245-8696
Toll Free 1-800-265-3916 (Within Riding)
Fax (519)245-8697

Van Bommel, Maria Lib
LAMBTON - KENT - MIDDLESEX
ALTERNATIVE ADDRESS
4156 Petrolia Line
PO Box 1450
Petrolia N0N 1R0
General Inquiry (519)882-0221
Fax (519)882-3939

Van Bommel, Maria Lib
LAMBTON-KENT-MIDDLESEX
ALTERNATE ADDRESS
Unit 6, 208 Margaret Ave
Wallaceburg N8A 2A1
General Inquiry (519)627-1015
Fax (519)627-7174

WATSON, HON. JIM LIB
OTTAWA WEST - NEPEAN
Ste 201, 2249 Carling Ave
Ottawa K2B 7E9
General Inquiry (613)721-8075
Fax (613)721-5756

Wilkinson, John LIB
PERTH - MIDDLESEX
55 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)272-0660
Toll Free 1-800-461-9701 (Within Riding)
Fax (519)272-1064

Wilson, Jim PC
SIMCOE - GREY
Unit 28, 180 Parsons Rd
Alliston L9R 1E8
General Inquiry (705)435-4087
Fax (705)435-1051

Wilson, Jim PC
SIMCOE - GREY
ALTERNATE ADDRESS
50 Hume St
Collingwood L9Y 1V2
General Inquiry (705)446-1090
Toll Free 1-800-268-7542 (Within Riding)
Fax (705)446-3397

Witmer, Elizabeth PC
KITCHENER - WATERLOO
375 University Ave E
Waterloo N2K 3M7
General Inquiry (519)725-3477
Fax (519)725-3667

Wong, Tony C, LIB
MARKHAM
Suite 208, 500 Alden Rd
Markham L3R 5H5
General Inquiry (905)305-1935
Fax (905)305-1938

Wynne, Kathleen O, LIB
DON VALLEY WEST
Suite 101, 146 Laird Dr
Toronto M4G 3V7
General Inquiry (416)425-6777
Fax (416)425-0350

Yakabuski, John PC
RENFREW - NIPISSING - PEMBROKE
The Victoria Ctr, 84 Isabella St
Pembroke K8A 5S5
General Inquiry (613)735-6627
Toll Free 1-800-267-2515 (Within Riding)
Fax (613)735-6692

Zimmer, David LIB
WILLOWDALE
Unit 3, 5801 Yonge St
Willowdale M2M 3T9
General Inquiry (416)733-7878
Fax (416)733-7709

NEPEAN - CARLETON
111 Wellesley St W
Toronto M7A 1A8
General Inquiry (613)828-2020
Fax (613)828-6962

TORONTO - DANFORTH
111 Wellesley St W
Toronto M7A 1A5
General Inquiry (416)461-0223
Fax (416)461-9542

WHITBY - AJAX
111 Wellesley St W
Toronto M7A 1A8
General Inquiry (905)430-1141
Fax (905)430-1840

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 180, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7435
Fax (416)325-7483
www.ontla.on.ca

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the **Assemblée parlementaire de la Francophonie**. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, 111 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

LEGISLATIVE INFORMATION SYSTEMS

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799
www.ontla.on.ca

Legislative Information Systems (LIS), in partnership with our clients, develops strategies for investment in information systems and provides high quality information service and support required by Members and the Office of the Assembly to achieve their business goals. The service is centered at Queen's Park and extends across the province to all constituency offices.

ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division provides administrative services to Members and staff in the areas of Financial Services, Human Resources and Purchasing & Operations.

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2501, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995

The Executive Director is a senior officer of the Office of the Assembly, with responsibility for the overall administration, planning and direction of the Administrative Services Division which includes three branches: Financial Services; Human Resources; and Purchasing & Operations. The Executive Director oversees the provision of all Members' salaries and expenses and all appropriations to the parties; administers the preparation, review and implementation of the estimates of the Office of the Assembly; makes policy decisions in the Financial Services, Human Resources and Purchasing & Operations areas.

FINANCIAL SERVICES

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521

Financial Services provides support to Members of the Legislative Assembly, Assembly Offices, Commissions and the parties with a variety of financial services including payment processing, accounts receivable invoicing and collections, financial analysis, development, communication and advice on financial policies and procedures. It is also responsible for: coordinating the annual estimates process for all the offices that are under the jurisdiction of the BOIE; providing internal financial reports to Members and other offices; external financial reporting including Members' Expenses & Public Accounts-both tabled annually in the House; coordinating the annual financial audit for the Office of the Assembly; providing information and support to other offices re: Freedom of Information and Protection of Privacy Act and the Accountability for Expenses Act - Cabinet Ministers and Opposition Leaders, and coordinating the Assembly's Insurance & Corporate Credit Card Programs.

HUMAN RESOURCES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573
Fax (416)325-1537 (Payroll)
8:30 - 5:00

Human Resources offers services to the office of the Assembly staff and Commissions reporting to the Legislature, in the areas of: staffing; learning and development; payroll; staff relations and counselling; policy development and establishment of classification; compensation and benefits for offices of the Assembly. Benefits and payroll administration is also provided for MPPs and their staff, as well as staff of all parties.

PURCHASING AND OPERATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-7222
Fax (416)325-7236
8:30 - 5:00

Purchasing and Operations provides centralized purchasing, contract administration, mail handling, receiving, and asset management activities for the Legislative Assembly. This office also manages the Members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget. All telecommunications requirements for both Legislative Precinct offices and constituency offices across Ontario are coordinated through this office.

FOOD SERVICES (EUREST DINING SERVICES)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering & Steward Services)
(416)325-9586 (Tim Hortons - Whitney Block)
(416)325-7398 (Reservations)

Food Services operates a dining room and cafeteria in the lower level of the **Legislative** Building as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

TELECOMMUNICATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-3598

All telecommunications requirements for Members' Queen's Park and Constituency Offices across the province, and Assembly departments are coordinated through the Telecommunications section within Purchasing and Operations.

LEGISLATIVE LIBRARY

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and Assembly staff)
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Legislative **Library** Division provides **research** and information services to Members of Provincial Parliament (MPPs) and their staff, staff of the Legislative Assembly, staff for all parties, and members of the Legislative Press Gallery. The library's print and electronic collection includes political science, public administration, social science and legal materials; Canadian, provincial and US government publications; and major daily and local Ontario newspapers. It also includes statistics, data and factual information. Information Resources Branch compiles, edits the Ontario Government Publications Monthly Checklist and assigns International Standard Book Numbers (ISBN) and serial numbers (ISSN) to Ontario Government publications.

EXECUTIVE DIRECTOR'S OFFICE

Whitney Block
Rm 1413, 99 Wellesley St W
Toronto M7A 1A9
General Inquiry (416)325-3939
Fax (416)325-3909
8:30 - 5:00

The Executive Director's Office, Legislative Library Division, is responsible for the overall direction and administration of the division. The division consists of the Executive Director's Office, Information Resources Branch, Research and Information Services Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, staff for all parties, and staff of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A9
(416)325-3901 (Circulation & News Inquiries)
(416)314-8507 (ISBN & CIP Inquiries)
TTY (416)325-3919
Fax (416)325-3925 (Circulation & News Inquiries)
Fax (416)314-8541 (ISBN & CIP Inquiries)
8:30 - 5:00

Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in the Greater Toronto area. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and long-term needs of members. The branch also compiles and edits the Ontario Government **Publications** Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers for Ontario Government Publications.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-5848
9:00 - 5:00

The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916

The **Broadcast** and Recording Service operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497

The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505
9:00 - 5:00

An important feature of the **Legislative Assembly** is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues. The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

ONTARIO LEGISLATURE INTERNSHIP PROGRAMME

Whitney Block
Rm 1302, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-0040
Fax (416)325-3505

The Programme is designed to provide backbench Members of the Legislative Assembly with highly qualified assistants. At the same time, by giving Interns practical experience in the day to day work of the Legislature, it provides them with the opportunity to supplement their academic training through regular academic discussions and the writing of an academic paper on a topic of their choice. Interns also have the opportunity to visit other legislatures to ensure a comprehensive knowledge of the legislative process. The Internships are open to recent graduates of Canadian universities who have an interest in and a knowledge of the legislative process.

HANSARD REPORTING AND INTERPRETATION SERVICES

Legislative Bldg West Wing
Rm 500, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Index & Reference and Interpretation)
www.ontla.on.ca

Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers French and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and various offices throughout the Assembly. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
TTY (416)325-9426
Fax (416)325-7489
www.ontla.on.ca
8:30 - 5:00

Interparliamentary and **Public Relations** Branch provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative Assembly** and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs (bilingual); public inquiry service and tourist information; Exhibit programs for the Legislative Building; Legislative **Gift Shop** featuring Ontario products (Visa and Mastercard accepted); Health Services; Interparliamentary Relations (coordination of parliamentary associations/visiting delegations); Messenger Service for the Legislative Precinct; Legislative **Page** Program for Grade 7 and 8 **students**; Legislative Student Usher Program for university students; and coordination of Special Events.

JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1407, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper and the Votes and Proceedings. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public inspection. The branch will also answer questions on the status of legislation (**bills**) from current and previous Sessions of the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

SERGEANT-AT-ARMS AND PRECINCT PROPERTIES DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154

The Sergeant-at-Arms and Precinct Properties Division is responsible for security and building management within the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
(416)325-4934 (Booking Requests)
Fax (416)325-7154
8:30 - 5:00

The Sergeant-at-Arms is responsible for security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
(416)325-1111 (EMERGENCY CALLS)
(416)325-9950 (INFORMATION & GENERAL INQUIRY)
(416)325-1114 (INFORMATION & GENERAL INQUIRY)
(416)325-7993 (LEG. BLDG. DUTY SGT.)
(416)212-4860 (WB DUTY SGT.)
Fax (416)325-9912 (LEG. BLDG. FAX)
Fax (416)212-1692 (WB FAX)
24 Hours

The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The Legislative Precinct represents the Main Legislative Building, its grounds, and the Whitney Block.

SECURITY SYSTEMS

Legislative Bldg North Wing
Rm 414, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7992
Fax (416)325-8476
8:30 - 4:30 ♿

Security Systems issues photo identification, manages the security cameras, electronic access to the building, locksmithing, and other security systems issues.

PRECINCT PROPERTIES BRANCH

Whitney Block
Rm 2540, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3599
Fax (416)325-3593
8:30 - 4:30 ♿

The Precinct Properties Branch is responsible for building operations and maintenance for the Main Legislative Building and the first three floors of the Whitney Block. The branch provides general building services which include interior design and repair services. It is also responsible for **heritage conservation** and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety and accessibility standards.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7255 ♿

The **Liberal Party (LIB)** currently forms the Government of Ontario. Each LIB Member of Provincial Parliament (MPP) is part of the **Government Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Liberal MPP has a local constituency office to serve the needs of the people that he or she represents.

PC RESEARCH AND SERVICES

Legislative Bldg North Wing
Rm 200, Queen's Park
Toronto M7A 1A8
General Inquiry (416)325-7272
Fax (416)325-3810 ♿

The Progressive Conservative Party (PC) currently forms the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **PC Party** is part of the **PC Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed of votes expected in the

Legislature. In addition to a Queen's Park office, each MPP has a constituency office to serve the needs of the people that he or she represents.

THIRD PARTY - THE NEW DEMOCRATIC PARTY

Legislative Bldg
Rm 114, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
Fax (416)325-8222 (Fax)

Each Member of Provincial Parliament (MPP) belonging to the **New Democratic Party (NDP)** is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

ACTS

Legislative Assembly Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370
www.eco.on.ca
8:30 - 5:00

The **Environmental** Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the **Environmental Bill of Rights (EBR)** to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides public education to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1400, 2 Bloor St E
Toronto M4W 1A8
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
www.ipc.on.ca
8:30 - 5:00

The Information and Privacy Commissioner oversees the **Freedom of Information** and Protection of Privacy Act, the Municipal Freedom of Information and Protection of Privacy Act, and the Personal Health Information Protection Act, 2004 (PHIPA). The first two Acts grant individuals the right of access to government-held **records** with limited exemptions and protect their personal information. PHIPA governs the collection, use and disclosure of personal health information (PHI) within the health care system. They establish rules about how government and health information custodians (HICs) may collect, use and disclose personal data. Individuals have a right to access

their own personal information and may have these records corrected. The IPC reviews decisions made by government organizations and HICs, investigates **complaint**s related to PHI, and reviews policies and procedures ensuring compliance with PHIPA. The Commissioner is appointed by and reports to the Legislative Assembly of Ontario.

OFFICE OF THE AUDITOR GENERAL

Suite 1530, 20 Dundas St W
PO Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862
www.auditor.on.ca
8:30 - 5:00 ♿

The **Audit**or General conducts independent audits, reviews and special assignments under the authority of the Auditor General Act, that provide assurance, objective information, recommendations and advice to the Legislative Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown. In doing so, the Office of the Auditor General promotes accountability and value-for-money in government operations and in recipients of government grants in the broader public sector. Additionally, under the Government **Advertising** Act, 2004, the Auditor General is required to review specified types of advertising and certain printed matter proposed by government offices to determine whether they meet the standards required by that Act. Under both Acts, the Auditor General reports the results of the work conducted each year directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)326-6300 (Elections Ontario)
General Inquiry (416)325-9401 (Election Finances)
TTY 1-888-292-2312
Toll Free 1-888-668-8683 (Elections Ontario)
Toll Free 1-866-566-9066 (Election Finances)
Fax (416)326-6200 (Elections Ontario)
Fax (416)325-9466 (Election Finances)
www.electionsontario.on.ca
8:30 - 5:00 ♿

The Office of the Chief Election Officer (as "**Elections** Ontario") conducts general elections and by-elections of Members to the **Legislative Assembly** under the Election Act, and trains, directs and supervises returning officers in the 103 electoral districts. Under the Election Finances Act, the Office oversees the registration of political parties and constituency associations, as well as candidates during provincial elections. It monitors financial reporting associated with leadership contests and the annual and electoral activities of the parties, associations and candidates, and administers the reimbursement of campaign expenses. Under the Municipal Elections Act, 1996, the Office considers and decides appeals regarding questions proposed for submission to municipal electors. It also has responsibilities under the Taxpayer Protection Act, 1999, including the administration of referenda. The Office provides historical and comparative research, public information and policy advice.

ACTS

Election Act
Election Finances Act

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 2101, 2 Bloor St E
Toronto M4W 1A8
General Inquiry (416)314-8983
Fax (416)314-8987
www.oico.on.ca
8:30 - 5:00

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative Assembly** and Executive Council comply with the Members' Integrity Act, 1994, including the filing of Public Disclosure Statements, and the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened. The Commissioner also has responsibility under the MPP Compensation Reform Act, (Arm's Length Process), 2001 and the Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002. An Annual Report is filed with the Speaker and can be viewed on our Web site. A printed copy is available from Publications Ontario, 880 Bay St, Toronto.

ACTS

Accountability for Expenses Act (Cabinet Ministers and Opposition Leaders), 2002
Members' Integrity Act, 1994
MPP Compensation Reform Act, (Arm's Length Process), 2001

LOBBYISTS REGISTRATION OFFICE

Suite 2101, 2 Bloor St E
Toronto M4W 1A8
General Inquiry (416)327-4053
Fax (416)327-4017
lobbyist.oico.on.ca
8:30 - 5:00

Under the Lobbyists **Registration** Act, 1998, the Integrity Commissioner has delegated the responsibilities of the Registrar. The Registrar is responsible for administering the lobbyist registration process, including ensuring paid lobbyists report their lobbying of public office holders by filing a return; providing advice and information about the registration system to lobbyists, public office holders, the public and media; and ensuring public accessibility to the information contained in the lobbyists registry. An Annual Report is filed with the Speaker and can be viewed on our Web site. A printed copy is available from Publications Ontario, 880 Bay St, Toronto.

ACTS

Lobbyists Registration Act, 1998

OMBUDSMAN ONTARIO

Bell Trinity Square
10th Flr South Tower, 483 Bay St
Toronto M5G 2C9
(416)586-3300 (Main Office Line)
TTY 1-866-411-4211
Toll Free 1-800-263-1830 (Complaints Intake)
Fax (416)586-3485
www.ombudsman.on.ca
9:00 - 4:30

The **Ombudsman** investigates and resolves public **complaint**s about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the

Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries should be directed to 1-800-263-1830 or 416-586-3300.

ACTS

Ombudsman Act

MINISTER RESPONSIBLE FOR ABORIGINAL AFFAIRS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

DEPUTY MINISTER RESPONSIBLE FOR ABORIGINAL AFFAIRS

ONTARIO SECRETARIAT FOR ABORIGINAL AFFAIRS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Ontario Secretariat for **Aboriginal** Affairs supports the Minister Responsible for Aboriginal Affairs. It provides corporate Aboriginal policy development and management support and negotiates and settles **land** claims. It also manages the Province's relationships with **First Nations**, Aboriginal organizations (including Metis, **Native** women, Inuit and off-reserve) and the federal government. As the corporate lead on Aboriginal affairs within the Ontario Government, it provides Aboriginal policy development and relationship expertise and coordinates cross-ministry Aboriginal policy initiatives and multi-lateral relationship processes. The Secretariat is responsible for the New Approach to Aboriginal Affairs and other corporate coordination activities.

OFFICE OF THE SECRETARY

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-2361
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Secretary for Native Affairs develops and implements strategic directions and corporate priorities on Aboriginal issues in support of the Minister Responsible for Aboriginal Affairs. The Secretary also leads the senior management team in the management of day-to-day operations and communications. The Secretary for Aboriginal Affairs is supported by the Office of the Secretary.

BUSINESS SERVICES

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Business Services Unit is responsible for the coordination of internal business support of the Secretariat, including developing the Secretariat's Results-based Plan and Infrastructure Plan; performance measurement and program evaluation activities; financial, administrative, systems and human resources support; transfer payment administration; support to the Mercury Disability Board and Fund; administration of Freedom of Information Requests; and administration of the **Aboriginal** Community Capital **Grants** Program (ACCGP).

COMMUNICATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4779
8:30 - 5:00

The Communications branch provides communications expertise, services and advice. The branch supports the Secretariat's goals through the delivery of strategic and operational communications.

LEGAL SERVICES BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Legal Services Branch provides Aboriginal law expertise and legal services and advice to support the Secretariat's goals. The branch also liaises with other legal branches in government on Aboriginal and related law matters.

NEGOTIATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Negotiations Branch researches **land** claims, conducts land claim negotiations, implements negotiated settlements, and represents Ontario in federally led self-government negotiations.

NEGOTIATIONS - PEMBROKE,
INFORMATION CENTRE - ALGONQUINS
OF GOLDEN LAKE LAND CLAIM
Ontario Government Bldg
31 Riverside Dr
PO Box 220
Pembroke K8A 8R6
General Inquiry (613)732-8081
Fax (613)732-7136
8:30 - 5:00

NEGOTIATIONS - THUNDER BAY
189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7246
Fax (807)343-7249
8:30 - 5:00

POLICY AND RELATIONSHIPS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

The Policy and Relationships Branch provides corporate policy development, implementation, coordination and monitoring support on Aboriginal matters. The branch develops and maintains positive and constructive relationships with First Nations, Metis and Aboriginal organizations at the provincial and national level, as well as with the federal government and other provincial

governments in regard to Aboriginal matters. The branch also supports bilateral and tripartite processes with First Nations governments, Metis and Aboriginal organizations and fosters effective communication between senior government representatives and First Nations/Metis/Aboriginal leaders.

ACTS

English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372
www.omafra.gov.on.ca
8:30 - 5:00

The vision of the Ministry of Agriculture, Food and Rural Affairs (OMAFRA) is "a strong agri-food sector that is integral to Ontario's economy and contributes innovative solutions to protect the environment, to provide safe and nutritious food, to promote the bio-economy and to support the health and well being of Ontarians." The ministry works in partnership with an industry that employs more than 650,000 people, contributes more than $30 billion annually to the provincial economy and provides sound environmental stewardship. The ministry plays a key role in bringing a strong agricultural and food industry perspective to provincial policies. Staff at the ministry's Guelph headquarters and across the province provide a wide range of agri-food programs and services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3513
Toll Free 1-888-466-2372
Fax (519)826-4253
8:30 - 5:00

The Communications Branch supports ministry programs and policies by providing information in English and French to staff, the media and the public through news releases, correspondence, the Internet/Intranet, broadcasts, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

CREATIVE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3513
Toll Free 1-888-466-2372
Fax (519)826-3262
8:30 - 5:00

Creative Services supports the development and delivery of government/ministry communications materials and products for clients and the public via television/radio/satellite broadcasts, the Internet/Intranet, exhibits, and publications. Services include the coordination and production of: displays and exhibits; a variety of communications products in English and French e.g. audio-visual materials and publications, in print and electronic formats; educational and training videos for government/ministry and external clients in VHS, DVD,CD ROM etc. format; coordination of the French Language Translation Services; and the provision of direction on and coordination of copyright information requests and visual identity.

FRENCH LANGUAGE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3513
Fax (519)826-4253
8:30 - 5:00

The French Language Services Office, monitors the delivery of French language client services; provides advice to management/staff to ensure compliance with the French Language Services Act; acts as point of contact for the Office of Francophone Affairs; provides assistance in recruitment; prepares the ministry's annual and other reports; resolves complaints and coordinates the Canada-Ontario Agreement for the Promotion of Official Languages.

STRATEGIC COMMUNICATIONS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3513
Fax (519)826-3262
8:30 - 5:00

Announcements of interest to the ministry and the ministry's client groups or the public are developed and coordinated by Strategic Communications. The unit monitors current issues and offers advice and assistance to staff, senior management and the Minister's office in the areas of news releases, communications plans, media relations, correspondence, corporate and program publications, speeches and advertising coordination and placement.

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4251
General Inquiry (519)826-4250
Fax (519)826-3385
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of Orders in Council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

OFFICE OF THE CHIEF VETERINARIAN

1 Stone Rd
Guelph N1G 4Y2
General Inquiry (519)826-3258
Fax (519)826-3254
8:30 - 5:00

The Office of the Chief **Veterinarian** of Ontario (CVO) takes the lead in the event of an animal health or related food safety emergency. The duties of the CVO also include maintaining links with the Chief Veterinarian of Canada, the Chief Medical Officer of Health in Ontario, Emergency Management Ontario, other ministries and other provinces. The office supports existing animal health programs, and will assess the need for a separate Animal Health Act and develop a comprehensive strategy for the prevention and early detection of serious animal diseases, especially those that can affect people.

FOOD SAFETY AND ENVIRONMENT DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4304
Fax (519)826-4416
www.omafra.gov.on.ca
8:30 - 5:00

The Food Safety and Environment Division is responsible for the ministry's main regulatory functions relating to food inspection and nutrient management and is the lead for non-regulatory programs, in food safety, nutrient management and environment, and for policy development for Hazard Analysis Critical Control Point (HACCP), traceability and environment

Services offered to the Public:
Apiary Program
Apiculture Inspection Program/Bee Inspection

ADMINISTRATIVE UNIT

5th Flr NW & SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4311
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Administrative Unit provides financial, human resource and administrative program delivery support to the division.

ENVIRONMENTAL POLICY AND PROGRAMS BRANCH

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3259
8:30 - 5:00

Environmental Policy and Programs Branch promotes the wise use of rural Ontario's **land** and **water** resources. Key program areas include **engineering** and technology, environmental management, and municipal and planning liaison and agricultural land resource information. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including location of **building**s (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including **soils** and water management; utilization of manure, sludge and other nutrients or **waste**s; and agriculture buildings, structures and equipment and further development of policies and regulations under the Nutrient Management Act R.S.O. 2002.

Services offered to the Public:
Agricultural Tile Drainage Installation Act
Drainage Act
Environmental Farm Plan Technical Support
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Complaints Handling
Farming and Food Production Protection Act Program
Tile Drainage Act

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The **Food Inspection** Branch monitors compliance with legislated standards for meat and livestock products, milk and milk products, **fruit**s and **vegetables**, and eggs, by providing inspection services at production and processing facilities and other points of marketing and distribution. It is responsible for establishing food safety standards and working with other ministries and agencies with food safety mandates to provide a strong seamless food inspection environment from farm to fork in Ontario. The branch also evaluates financial responsibility of applicants and issues licenses under the Ontario Beef Cattle Financial Protection Program.

DAIRY FOOD SAFETY PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The **Dairy** Food **Safety** Program (DFSP) ensures compliance with regulations and policies governing the production, processing, and distribution of safe, high quality **milk** and milk products manufactured in Ontario through various government and industry partnerships and a comprehensive regulatory based field to fork approach. The unit delivers a licensing program, **certification** programs for Bulk Tank Milk Graders and Plant Milk and Cream Graders, as well as complete laboratory services for both monitoring and investigation of raw milk and finished products, to support the Raw Milk Quality Program and the Plant and Distribution Audit/ **Inspection** Programs.

FOODS OF PLANT ORIGIN

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Foods of Plant Origin unit is responsible for the development and implementation of **food safety** and quality **standards** and programs for foods of plant origin.

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to approximately 185 licenced abattoirs during all slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-

mortem inspections of animals and carcasses, inspecting further processing operations (i.e. cutting, boning, production of ready-to-eat meats), collecting and submitting laboratory samples and reporting plant and inspection statistical data. In addition inspecting services are provided at 60 non slaughter, free standing meat processing plants.

AREA 01, KEMPTVILLE
OMAF/ORC Bldg
59 Ministry Dr
PO Box 2004
Kemptville K0G 1J0
General Inquiry (519)826-4230

AREA 02, BRIGHTON
95 Dundas St
RR 3
Brighton K0K 1H0
General Inquiry (519)826-4230

AREA 03, LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (519)826-4230

AREA 04, MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (519)826-4230

AREA 05, GUELPH NORTH
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230

AREA 06, GTA
Bldg E, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (519)826-4230

AREA 07, GUELPH
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (519)826-4230

AREA 08, VINELAND
4890 Victoria Ave N
PO Box 8000
Vineland L0R 2E0
General Inquiry (519)826-4230

AREA 09, ERIE
Unit A, 401 Lakeview Dr
Woodstock N4T 1W2
General Inquiry (519)826-4230

AREA 10, RIDGETOWN
Bernie House
120 Main St E
Ridgetown N0P 2C0
General Inquiry (519)826-4230

ONTARIO BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/other/
8:30 - 5:00

The Ontario **Beef** Cattle **Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Meat Inspection Policy and Audit Services unit administers and assists in monitoring compliance with, the following Acts: Food **Safety** and Quality Act (Meat Regulation); **Livestock** Community Sales Act; Livestock and Livestock Products Act; **Beef** Cattle Marketing Act; Farm

Products Grades and Sales Act; and the Dead Animal Disposal Act. This activity contributes to ensuring the safety of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

FOOD SAFETY PROGRAMS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
www.omafra.gov.on.ca
8:30 - 5:00

The **Food** Safety Programs Branch leads and coordinates the traceability and Hazard Analysis Critical Control Point (HACCP) strategies and programs from farm to fork. The branch delivers financial assistance programs for industry (i.e. Meat Plant Assistance Program); ensures province-wide investigation, compliance, and enforcement activities; and develops communications promoting food safety to industry and consumers.

ENFORCEMENT AND COMPLIANCE

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519) 826-4547
www.omafra.gov.on.ca

Enforcement and Compliance unit is responsible for ensuring effective province-wide investigation, compliance and enforcement activities on legislation administered by the ministry. It liaises with ministry regulatory programs, Ministry of Natural Resources Enforcement Unit, other governments and ministries and stakeholders to ensure effective compliance and enforcement programs.

FOOD SAFETY ANIMAL PROGRAMS

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519) 826-3102
www.omafra.gov.on .ca
8:30 - 5:00

The Food Safety Animal Programs supports the development and implementation of Hazard Analysis Critical Control Point (HACCP) and related programs, such as On-Farm HACCP based initiatives; HACCP Advantage for food processing; Traceability; and, HACCP and food safety education programs. The program develops and delivers Good Practices programs for different sectors in the Food continuum, as good Agricultural Practices; and Good Food Handling Practices.

FOOD SAFETY PLANT PROGRAMS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519) 826-3667
www.omafra.gov.on.ca

The Food Safety Plant Programs unit supports the development and implementation of Hazard Analysis Critical Control Point (HACCP) and related programs, such as On-Farm HACCP based initiatives; HACCP Advantage for food processing; Traceability; and, HACCP and food safety education programs. The program develops and delivers Good Practices programs for different sectors in the Food continuum, as good Agricultural Practices; and Good Food Handling Practices.

NUTRIENT MANAGEMENT BRANCH

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-466-2372x63325
Toll Free 1-866-242-4460
Fax (519)826-6611
8:30 - 5:00

The **Nutrient** Management Branch in conjunction with the Ministry of Environment is responsible for the administration of the Nutrient Management Act R.S.O. 2002 and its regulations. Key program areas include nutrient management awareness, education, training and certification of farmers, agriculture and non-agricultural operators, consultants and municipalities; the review of all legislated nutrient management plans and strategies; and the provision of technical assistance and information to all of the above groups.

Services offered to the Public:
Nutrient Management Program

INNOVATION AND COMPETITIVENESS DIVISION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300 (Agricultural Information Contact Centre)
Toll Free 1-800-461-6132 (Northern Ontario)
Fax (519)826-3259
8:30 - 5:00

The Innovation and Competitiveness Division is responsible for programs and services to support agricultural research and information technology transfer and to meet other critical issues facing rural Ontario such as land, air and water management. Staff work with farmers, agri-businesses, municipalities, and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound business decisions. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through investment attraction, investment retention and sector development. The division also coordinates policy in the areas of agriculture and food research, education and laboratory services and administers the OMAF/University Agreement between OMAF and the University of Guelph.

CLIENT SERVICES BRANCH

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
8:30 - 5:00

Staff in Client Services coordinate the delivery of leading edge technical information and business services to a wide variety of clients and stakeholders across the province. Information and services are provided through: Agricultural Information Contact Centre; OMAFRA Web site; Resource Centres strategically located across southern Ontario and the Northern Regional Office in Verner; Regional Information Coordinators, Agricultural Representatives and Business and Organizational Management Specialists working in partnership with local stakeholders, agri-business and rural municipalities and businesses; and Government Information Centres located in communities across the province.

For information on I&IT Clusters, see introductory page x

REGIONAL OFFICES

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators work with local agricultural and rural organizations, municipalities and community leaders, to identify needs of our clients to division and program management, and ensure that ministry information products, services and resources are available to the community.

CENTRAL REGION

Wellington Pl
Fergus Resource Ctr, RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

In Central Region, resource centres are located in Fergus, Simcoe and Vineland Station.

FERGUS RESOURCE CENTRE
Wellington Pl
RR1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

SIMCOE RESOURCE CENTRE
Hwy 3 & Blueline Rd
PO Box 587
Simcoe N3Y 4N5
General Inquiry (519)426-7120
Fax (519)428-1142
8:30 - 5:00

VINELAND RESOURCE CENTRE
Advisory Services Bldg
4890 Victoria Ave N
PO Box 8000
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-5933
8:30 - 5:00

EAST REGION

East Region/Kemptville District Office
59 Ministry Dr
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392
8:30 - 5:00

In the Eastern Region, resource centres are located in Alfred, Brighton, Kemptville and Lindsay.

ALFRED RESOURCE CENTRE
31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Fax (613)679-0929
8:30 - 4:30

BRIGHTON RESOURCE CENTRE
95 Dundas St
RR 3
Brighton K0K 1H0
General Inquiry (613)475-1630
Fax (613)475-3835
8:30 - 5:00

KEMPTVILLE RESOURCE CENTRE
East Region/Kemptville District Office
59 Ministry Dr
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392
8:30 - 5:00

LINDSAY RESOURCE CENTRE
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6125
Fax (705)324-1638
8:30 - 4:30

NORTH REGION

Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Toll Free 1-800-461-6132
Fax (705)594-9675
8:30 - 5:00

Agricultural activity occurs in each of the districts in Northern Ontario, consisting of Nipissing, Parry Sound, Muskoka, Manitoulin, Sudbury, Temiskaming, Cochrane, Algoma, Thunder Bay, Rainy River and Kenora. This activity is quite diverse and although dairy and beef predominate, the agricultural community consists also of poultry, market gardening, venison, maple syrup, sod, potato, greenhouse, goat, sheep, horse, cash crop, strawberry, quail, swine, honey, rabbit, cranberry, elk, bison and fish farming.

NORTHERN ONTARIO REGIONAL OFFICE
Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Toll Free 1-800-461-6132
Fax (705)594-9675
8:30 - 5:00

SOUTHWEST REGION

London Resource Ctr
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

In the Southwest Region, resource centres are located in Ridgetown, Clinton, London, Woodstock and Stratford.

CLINTON RESOURCE CENTRE
100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-3333
Fax (519)482-5031
8:30 - 4:30

LONDON RESOURCE CENTRE
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

RIDGETOWN RESOURCE CENTRE
Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Fax (519)674-1564
8:30 - 5:00

STRATFORD RESOURCE CENTRE
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Fax (519)273-5278
8:30 - 5:00

WOODSTOCK RESOURCE CENTRE
Unit A, 401 Lakeview Dr
Woodstock N4T 1W2
General Inquiry (519)537-6621
Fax (519)539-5351
8:30 - 5:00

AGRICULTURAL INFORMATION CONTACT CENTRE

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
8:00 - 5:00

Resource agents in the Agricultural Information Contact Centre respond to inquiries from farm, agri-**business** and rural business and provide access to a variety of sources of technical and business information.

Services offered to the Public:
Agricultural Information Contact Centre

CROP TECHNOLOGY BRANCH

3rd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
8:30 - 5:00

Crop **Technology** Branch manages plant science technology transfer issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop producers. The team focuses on field and **horticulture crops**, agroforestry, use of **pesticides** and a variety of production practices including integrated pest management. Services provided include provincial extension short courses, field days, brochures, factsheets and technical production packages, and sector problem solving. The team provides technical support for pesticide minor use registration, nutrient management, organic crop production and new crop development.

Services offered to the Public:
Farm Soil Sample Analysis
Fertilizer Requirement Tables
Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry and Specialty Crops
OMAFRA Agriphone Numbers
Weed Control Act Program

FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Food Industry Competitiveness Branch's mandate is to retain and attract investment in Ontario's food industry. The branch consists of a Client Account Unit and an Investment Development Unit and offers investment support and strategic insight to industry.

CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Client Account Unit focuses on investment retention and expansion activities that support the creation of jobs and investment in Ontario's **food** industry. The unit provides information that will influence investment decisions and is active in facilitating sector-wide approaches to growing the industry. Regular contact is made with food processing companies, trade associations, grocery retailers and food service establishments on a variety of business development issues.

INVESTMENT DEVELOPMENT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The **Investment** Development unit supports new value added food processing and bio-products investment needs, providing expertise in the areas of research, training, regulations, innovation, infrastructure and marketing. The unit also works with site selectors and municipalities in securing appropriate sites in Ontario.

Services offered to the Public:
Open to the World - Video & CD-ROM

LIVESTOCK TECHNOLOGY BRANCH

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
Fax (519)826-3254
8:30 - 5:00

Livestock Technology Branch is responsible for dealing with issues relating to livestock and **poultry** management, and coordinates the delivery of technology transfer programs across Ontario. The group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement programs.

For information on I&IT Clusters, see introductory page x

Services offered to the Public:
Animals for Research Act Licensing
Livestock Medicines Act Program
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species
Ontario Feeder Cattle Loan Guarantee Program
Ontario Livestock Medicines Education Program
Ontario Record of Performance Program for Sheep
Ontario Swine Herd Information Plan
Pounds Act
Veterinary Assistance Program for Northern Ontario Designated Areas
Veterinary Science

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.omafra.gov.on.ca/english/food/
8:30 - 5:00

The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruit**s and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.foodland.gov.on.ca
8:30 - 5:00

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused on increasing the sale and consumption of Ontario grown **fruit**s and **vegetables**. It includes brand services, retail services and client services.

EXPORT MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.omafra.gov.on.ca/english/food/export
8:30 - 5:00

The **Export** Marketing Unit assists Ontario agri-food companies to develop export sales in the United States and internationally, through **trade** promotion programs including incoming trade delegations, export missions and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as the US, Asia and Europe. A Supervisor of Marketing Communications, Events and Research, a Client Information Officer and an Export Marketing Assistant complement the unit.

POLICY AND PROGRAMS DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
Fax (519)826-3492
8:30 - 5:00

The Policy and Programs Division is responsible for the ministry's policy processes, the administration and delivery of several farm business risk management programs and the management of the ministry's strategic partnership with AGRICORP.

Services offered to the Public:
Pounds Act

FOOD SAFETY SCIENCE AND POLICY BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
Fax (519)826-3492
8:30 - 5:00

Food Safety Science and Policy Branch oversees the review and development of a field-to-fork, science-based systems approach for food safety in Ontario. This involves working with sister ministries, Ministry of Health and Long-Term Care, Ministry of Natural Resources and public health units, as well as industry and consumers.

ONTARIO ETHANOL GROWTH FUND

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3228
Fax (519)826-3492
8:30 - 5:00

The Ontario Ethanol Growth Fund (OEGF) Secretariat manages a provincial initiative to promote ethanol manufacturing in Ontario. The OEGF will help Ontario producers meet the ethanol requirements of the Renewable **Fuels** Standard (an average of 5% ethanol in gasoline). The OEGF works with ethanol producers, gasoline distributors, and alternative fuels researchers and innovators.

POLICY ANALYSIS BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3494
Fax (519)826-3170
8:30 - 5:00

The Policy Analysis Branch coordinates and analyzes **agriculture** and food policy developments. The branch also gathers and publishes a wide range of agricultural **statistics** and monitors **economic developments** in the industries supplying input to agriculture, industries processing farm commodities and the sectors delivering commodities to consumers. The branch administers various provincial assistance programs including the Farm Property Class Tax Rate.

Services offered to the Public:
Bear Damage to Livestock Compensation Program
Commodity Loan Guarantee Program
Feeder Cattle Loan Guarantee Program
Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program
Livestock, Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program
Rabies Indemnification Program
Rural Loan Pool

BOVINE SPONGIFORM ENCEPHALOPATHY (BSE) RECOVERY PROGRAMS

2nd SE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-292-5856
Fax (519)826-4466
www.omafra.gov.on.ca/english/policy/bserp/index.html
8:30 - 4:30

The Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) delivers compensation to producers affected by **Bovine Spongiform Encephalopathy** (BSE) through a variety of programs and initiatives. The primary focus of these programs is to facilitate the continued viability of the Ontario industry and to maximize producer returns from the marketplace.

POLICY DEVELOPMENT UNIT

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3228
Fax (519)826-3492
8:30 - 5:00

The Policy Development Unit deals with a wide range of issues, such as the bio-economy (biodiesel, ethanol), labour, BSE trade policy, climate change, and federal-provincial relations. In addition, some unit staff are responsible for dealing with policy issues related to a specific sector of the agri-food industry, such as the grape and wine sector and tobacco.

PROGRAM POLICY UNIT

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3494
Toll Free French 1-800-333-9723
Fax (519)826-3170
8:30 - 5:00

The Program Policy Unit provides policy analysis and support for programs such as the Canadian Agricultural Income Stabilization Program (CAIS), Production Insurance, Companion Programs under the APF, and **Farm** Business Registration. The unit also provides policy analysis and program delivery related to programs such as Farm Property Class Tax, **Livestock** Damage Programs and a number of farm **loan** programs. As well, the unit is responsible for managing the ministry's relationship with Agricorp, its key program delivery partner.

Services offered to the Public:
Farm Property Class Tax Rate Program

FARM PROPERTY CLASS TAX RATE PROGRAM

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285
Toll Free French 1-800-333-9723
8:30 - 5:00

Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farm Property Class Tax Program and taxed at 25% of the municipal residential tax rate.

STRATEGIC POLICY BRANCH

11th Flr, 77 Grenville St
Toronto M5B 1B3
General Inquiry (519)826-4020 (Guelph)
Fax (519)826-3614 (Guelph)
Fax (416)325-1156
8:30 - 5:00

The Strategic Policy Branch is responsible for managing knowledge to set ministry strategic directions in collaboration with its partners; leading the development of long-term integrated strategies and policies for the Agriculture and Food sectors and the ministry: leading and coordinating the ministry policy agenda with central agencies and other jurisdictions.

STRATEGIC POLICY COORDINATION AND ISSUES MANAGEMENT UNIT

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
Fax (519)826-3614
Fax (416)325-1156 (Toronto)
8:30 - 5:00

The Strategic Policy Coordination and Issues Management Unit provides up-to-date information on ministry issues for the minister and minister's staff. The unit is responsible for providing strategic leadership for the ministry's legislative and policy agenda, and planning for future initiatives; working with all ministry divisions to coordinate the approval process of policy documents; coordinating appointments to the ministry agencies, boards and commissions; coordinating the ministry activities with respect to the Environmental Bill of Rights; supporting minister's meetings by providing briefing material and attending briefings; and acting as liaison between central agencies and the ministry and providing direction and guidance on central agency initiatives.

RESEARCH AND CORPORATE SERVICES DIVISION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 5:00

The Research and Corporate Services Division provides financial and human resources advice and expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies. The Division also provides programs and services to meet

critical issues facing rural Ontario such as land, air and water management and is responsible for emergency management programs and Quality Service initiatives.

FINANCIAL MANAGEMENT BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00

The Financial Management Branch provides financial and management support for results-based planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Treasury Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; performance measurement; and financial processing support, reconciliation, controllership, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:30 - 5:00

The Human Resources Branch provides corporate advice to senior management in developing and implementing human resource policy for OMAFRA including; a comprehensive RH management program; the integration of new human resources initiatives; advice, strategy and direction to management regarding organizational development and change; and, interpretation for staff and management regarding application of the collective agreements and applicable Acts and Regulations.

INTERNAL AUDIT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3778
Fax (519)826-3776
8:30 - 5:00

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in Ontario Internal Audit, Treasury Board office, Ministry of Finance.

LAND AND RESOURCES CLUSTER

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:30 - 5:00

In concert with corporate and cluster organizations, the Land and Resources Cluster, provides advice, planning, acquisition, maintenance and support, project and vendor management for automated business solutions. Furthermore, the branch provides help desk, desktop support, infrastructure operations (networks, servers, e-mail, web) and computer security.

RESEARCH AND INNOVATION BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
www.omafra.gov.on.ca/english/research/index.html
8:30 - 5:00

The **Research** and Innovation Branch coordinates policy and funding for **agriculture** and food research as well as agricultural diploma education and laboratory services. The branch administers the OMAFRA Agreement with the University of Guelph, provides administrative support to the Agricultural Research Institute of Ontario and provides support to the ministry in methods of epidemiology and risk assessment, and coordinates agri-food emergency management.

INNOVATION UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
www.omafra.gov.on.ca/english/research/branch/htm
8:30 - 5:00

The Innovation Unit coordinates a comprehensive system for setting research priorities, administers the funding and ensures accountability.The research is conducted through three programs: OMAF/ University of Guelph Agreement; New Directions; and Ontario's Alternative Renewable Fuels. The Innovation Unit also funds and directs the delivery of diploma agri-food education programs at the University of Guelph and the three agricultural campuses at Alfred, Kemptville and Ridgetown.

LAB SERVICES AND RESEARCH ADMINISTRATION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00

The Lab Services and Research Administration unit contributes to the managing of risks to the public by: managing the food safety and animal health laboratory components of the agreement between the ministry and the University of Guelph.

SERVICE MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Service Management Branch manages the ministry's internal service agreements (i.e. Ontario Shared Services, Information Technology, Facilities and other administrative services), Emergency Management Program including business continuity planning, Quality Service Program facilities management, Guelph mail and print services, telecommunications, information and document

management and administrates the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372
Fax (519)826-4543
8:30 - 5:00

The Corporate Projects and Freedom of Information unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture, Food and Rural Affairs and its affiliated agencies. It helps members of the public make requests for information and answers inquiries about privacy matters. The unit manages service delivery agreements with Ontario Shared Services and the Archives of Ontario, supports ministry compliance with the Recorded Information Management program, and coordinates ministry participation in other corporate projects, such as INFO-GO.

Services offered to the Public:
Freedom of Information and Protection of Privacy

EMERGENCY MANAGEMENT PROGRAM

2nd Flr NW, 1 Stone Rd
Guelph N1G 4Y2
General Inquiry (519) 826-4175

The Emergency Management Program is responsible for coordinating and developing emergency management plans relating to the Ministry's Order in Council responsibilities under agriculture, food and internal business continuity, as well as the Situational Response Team for 24/7 response to related emergencies.

FACILITIES MANAGEMENT SERVICES

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

Facilities Management Services provides accommodation for the ministry. Through contractors and Ontario Realty Corporation, Facilities Management Services is responsible for space, property and lease management, security policy, capital planning, fleet service management, staff relocations, and asset management for the ministry.

QUALITY SERVICE PROGRAM

2nd Flr, 1 Stone Rd
Guelph N1G 4Y2
General Inquiry (519) 826-3620

The Quality Service Program is responsible for leading the planning and implementation of the Quality Service Plans, the coordination of the Common Service Standards (e.g. telephone, correspondence, walk-in complaints), OPS Ideas and other OPS Quality Service strategies. The program also provides other program areas with continuous improvement support in the use of quality methods and best practices.

TELECOMMUNICATIONS AND IT SERVICES MANAGEMENT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Telecommunications and IT Services Management unit coordinates ministry telephone and telecommunications systems. The unit manages contracts and service agreements with service providers, and ensures the development of policies and processes for the effective delivery of telecommunication services to ministry staff.

RURAL DEVELOPMENT DIVISION - TORONTO OFFICE

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6345
Toll Free 1-888-588-4111
Fax (416)585-6685
8:30 - 5:00

The Rural Development Division helps enable rural Ontario to build strong, vital communities with diversified economies and healthy social and environmental climates. To that end, it works collaboratively with rural communities, municipalities, businesses and organizations. It also works to bring a rural perspective to policies and programs across this ministry and all levels of government.

RURAL DEVELOPMENT DIVISION - GUELPH OFFICE

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4328
8:30 - 5:00

The Rural Development Division helps enable rural Ontario to build strong, vital communities with diversified economies and healthy social and environmental climates. To that end, it works collaboratively with rural communities, municipalities, businesses and organizations. It also works to bring a rural perspective to policies and programs across this ministry and all levels of government.

RURAL DEVELOPMENT POLICY BRANCH

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00

The Rural Development Policy Branch provides a policy focus on rural development issues. It works closely with rural organizations and stakeholders; develops policy options and programs for rural Ontario; coordinates research and conducts data analysis on rural development issues; provides a rural perspective in provincial policy and program development across government; and works with federal, provincial and territorial governments and other jurisdictions to address common rural issues.

Services offered to the Public:
Support to Rural Organizations as it relates to Rural Issues

For information on I&IT Clusters, see introductory page x

RURAL INVESTMENTS BRANCH

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00

The Rural **Investments** Branch is responsible for designing and delivering transfer payment programs that make strategic investments in rural Ontario. **Infrastructure** investments improve the quality of municipal infrastructure in Ontario's small town and rural communities. Investments are also made in local and regional economic and community development projects. Currently, the branch is administering the Canada - Ontario Municipal Rural Infrastructure Fund (COMRIF), Ontario Small Town and Rural Development (OSTAR) Infrastructure initiative and the Rural Economic Development (RED) initiative. In addition, the branch administers the Rural Summer **Jobs** Service program. This program supports the development of job opportunities for rural youth to enable them to gain work experience through summer employment.

Services offered to the Public:
Canada - Ontario Municipal Rural Infrastructure Fund (COMRIF)
Ontario Small Town and Rural Development (OSTAR) Infrastructure Initiative
Rural Economic Development (RED) Program
Rural Summer Jobs

FINANCE AND PLANNING UNIT

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00

The Finance and Planning unit provides financial administration for all Rural Investments Branch transfer payments. The Canada - Ontario Municipal Rural Infrastructure Fund (COMRIF) Joint Secretariat call centre is also administered from this Unit.

RURAL INVESTMENTS UNIT

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00

The Rural Investments Unit provides project management administration for Rural Investments Branch transfer payment programs including application assessment, contracting, claims administration and reporting.

RURAL PROGRAMS BRANCH

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-588-4111
Fax (519)826-4328
8:30 - 5:00

The Rural Programs Branch develops and delivers programs, tools, services and resources to support rural community development and downtown revitalization. Regional advisory services,

program delivery and support for rural development are delivered through a network of eight regional development teams. Examples of tools and resources include the REDDI website (http://www.reddi.gov.on.ca) and the Business Retention and Expansion (BR+E) Toolkit.

Services offered to the Public:
Business Retention and Expansion (BR&E) Toolkit
Innovation Teams
Rural Economic Development Data and Intelligence (REDDI) Website

COMMUNITY ECONOMIC DEVELOPMENT (CED) UNIT

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4328
8:30 - 5:00

The Community Economic Development (CED) Unit develops information, tools and resources to support the local economic development efforts of rural communities. The CED Unit maintains the REDDI website (www.reddi.gov.on.ca), the Ontario Business Retention and Expansion Toolkit, the First Impressions program, community economic analysis and community revitalization resources.

REGIONAL ECONOMIC DEVELOPMENT TEAMS

The Rural Development Division has eight regional **economic development** teams working across the province to help communities with their rural economic development needs. Each team comprises of a client account officer (CAO), a rural business consultant (RBC) and an economic development consultant (EDC).

BELLEVILLE OFFICE
284B Wallbridge Loyalist Rd
PO Box 610
Belleville K8N 5B3
General Inquiry (613)962-4170
Fax (613)961-7998
8:30 - 5:00

LINDSAY OFFICE
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6127
Fax (705)324-1638
8:30 - 5:00

MAXVILLE OFFICE
72 Mechanic St W
PO Box 410
Maxville K0C 1T0
General Inquiry (613)764-0497
Fax (613)527-2569
8:30 - 5:00

SMITHS FALLS OFFICE
91 Cornelia St W
Smiths Falls K7A 5L3
General Inquiry (613)283-7002x107
Fax (613)283-7005
8:30 - 5:00

BLENHEIM OFFICE
245 Marlborough St N
Blenheim N0P 1A0
General Inquiry (519)676-3325
Fax (519)676-9732
8:30 - 5:00

GUELPH OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00

OWEN SOUND OFFICE
173 8th St E
Owen Sound N4K 1K9
General Inquiry (519)371-3134
Fax (519)371-1373
8:30 - 5:00

WOODSTOCK OFFICE
Unit 4, 401 Lakeview Dr
Woodstock N4T 1W2
General Inquiry (519)537-3537
Fax (519)539-5351
8:30 - 5:00

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

Agricorp is a trusted and efficient partner, delivering government and non-government programs that help Ontario's agri-food industry manage risks. Its province-wide network of more than 400 employees has earned the organization a reputation for proactive, reliable, customer-focused and cost-effective program delivery.
Agricorp helps producers remain financially secure, retain current markets, reach new ones and contribute to Ontario's outstanding reputation for producing high-quality agri-food products.

Services offered to the Public:
Agricorp Board

AGRICORP BOARD

3th Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

The Agricorp Board identifies strategic policy issues for Agricorp, makes policy decisions, ensures that policies and reporting are being implemented effectively and liaises with the Ministry of Agriculture, Food and Rural Affairs.

BUSINESS DEVELOPMENT DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com/services.asp
8:00 - 5:00

The Business Development Division provides innovative business solutions for Ontario's agriculture and food industry.

PLUM POX

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

The Plum Pox unit is responsible for delivering sampling and testing services in support of the Canada-Ontario Plum Pox Eradication Program. Under contract with the Ministry of Agriculture, Food and Rural Affairs, Agricorp is sampling and testing all peach, nectarine, plum and apricot orchards in the Niagara region. The unit also delivers financial assistance to affected growers on behalf of both levels of government.

QUALITY AND AUDIT SERVICES

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)324-0874
www.agricorp.com
8:30 - 5:00

Quality and Audit Services provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Quality **inspection**, grading and verification services are developed, implemented and delivered on behalf of a wide variety of clients in the agriculture and food industry.

VERIFICATION SERVICES

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
www.agricorp.com

The Verification Services unit is responsible for the development and delivery of business solutions.

CORPORATE SERVICES DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The Corporate Services Division is responsible for the corporation's banking, accounts receivable/payable, financial reporting and investment management; administrative services, and records retention.

Services offered to the Public:
Annual Report

ADMINISTRATIVE SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

Administrative Services provides administrative services to the organization, the Board of Directors and its committees. The unit also manages Freedom of Information requests, records retention and coordinates customer disputes for the programs delivered by Agricorp.

FINANCE

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
8:00 - 5:00

The Finance Unit ensures that proper business expense policies and procedures are in place and followed. The unit is also accountable for the corporate budget and fiscal management reporting.

INFORMATION TECHNOLOGY

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

Information Technology division supports Agricorp's business processes through the Freedom of Information and Protection of Privacy Act and the development and maintenance of all application systems, associated hardware, network and database infrastructures, desktop productivity, decision support tools, IT program management, and quality assurance and standards.

CAIS SYSTEM DEVELOPMENT

3rd NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)767-1292x134
www.agricorp.com

The CAIS System Development unit is responsible for all aspects of IT system development, enhancement and maintenance for the CAIS program. This is achieved through project management leadership to deliver projects; ensure development and architectural standards are adhered to across all applications development and environments; develop and implement policies, guidelines and specific procedures; provide technical and/or business guidance to users; provide consultation on technical and business guidance; understand, define and validate business and technical requirements when new applications are developed and/or when existing applications are enhanced.

IT PROJECT OFFICE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The IT Project Office unit is responsible for developing the framework in which IT projects are managed and the overall IT architecture.

QUALITY ASSURANCE AND STANDARDS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The Quality Assurance and Standards group is responsible for the corporation's user acceptance testing, quality control and information technology standards.

SYSTEM DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The System Development Unit is responsible for system application support and mainframe development.

TECHNICAL SERVICES GROUP

1st Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The Technical Services Group is responsible for the corporation's hardware, software, mainframe, client server, network and mainframe operations.

OFFICE OF STRATEGIC MANAGEMENT

3rd Flr NW, 1 Stone Rd
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
www.agricorp.com

The Office of Strategic Management is responsible for facilitating and developing strategic and operational business plans; developing corporate and program marketing and brand strategies; developing corporate standards, messaging, public relations and event management; design of the internet and other communications materials; and, providing support to the Board of Directors.

OPERATIONS DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

The Operations Division is responsible for the delivery, effective customer service and administration of several programs including Production (formerly called Crop Insurance) Insurance, Canada Agricultural Income Stabilization Program (CAIS), Advance Payments Program, Market Revenue, Farm Business Registration, (Grain) Financial Protection Services and the Dairy Farmers of Ontario Credit Program.

Services offered to the Public:
Canadian Agricultural Income Stabilization (CAIS) Program
Production Insurance Program

CAIS

4th Flr NW, 1 Stone Rd W
Guelph N1H 4Y2
General Inquiry 1-877-838-5144
Fax (519)826-4334
www.agricorp.com
8:00 - 5:00

The Canadian Agricultural Income Stabilization (CAIS) Verification Unit verifies the information contained in applications to the program and determines eligibility for program benefits.

STRATFORD OFFICE

c/o GIC, 581 Huron St
Stratford N5A 5T8
Toll Free 1-877-904-1972
Fax (519)271-1891
www.agricorp.com
8:00 - 5:00

This satellite office for the Canadian Agricultural Income Stabilization Program (CAIS) contains Agricultural Financial Verifiers and Assistant Agricultural Financial Verifiers who review and analyze customer applications to determine their eligibility in the program and respond to queries about the program's criteria and policy issues.

CALL CENTRE

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-838-5144
Fax (519)826-3541
www.agricorp.com
7:00 - 5:00

The call centre is the first line of contact for customers using business risk management programs that Agricorp delivers.

CUSTOMER RELATIONS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999 (Call Centre)
Fax (519)826-3541
www.agricorp.com
7:00 - 5:00

Agricorp's Customer Relations unit delivers training initiatives, quality and consistency monitoring and customer advocacy duties.

CUSTOMER SERVICE DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
8:00 - 5:00

The Customer Service Department is Agricorp's link to the **farm** gate and also provides customer service, program education and enrolment, field investigation, and claims approval through a province-wide network of adjusters and yield evaluators.

LOGISTICS SERVICES

1st Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

Logistics Services is responsible for program support including printing, mailing and data management.

PRODUCTION INSURANCE DEPARTMENT

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry 1-888-249-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

The Production Insurance Department is responsible for coordinating effective improvement and delivery of the Production Insurance Program.

PROGRAM INTEGRATION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00

The Program Integration Unit is responsible for the the day-to-day administration for programs such as Farm Business Registration, Advance Payments, Grain Financial Protection and Self-Directed

Risk Management (SDRM) programs. The unit will focus on continuous improvement and the proactive integration of these programs and maintain relationships with external stakeholder groups.

Services offered to the Public:
Advance Payments Program
Dairy Credit Program
Farm Business Registration

GRAIN FINANCIAL PROTECTION PROGRAM

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-3367
www.agricorp.com
8:30 - 4:30 ♿

Agricorp administers the **Grain** Financial Protection Program, including the **licensing** and **inspection** of grain elevators and grain dealers and provides administrative support to the Grain Financial Protection Board. The **Dairy** Farmers of Ontario Credit program is also administered by Agricorp including third party analysis of Ontario dairy processors on behalf of the Dairy Farmers of Ontario.

Services offered to the Public:
Dairy Farmers of Ontario (DFO) Credit Program
Grain Dealer Licensing and Financial Protection Program
Grain Elevator Operator Licensing and Financial Protection Program
Grain Financial Protection Board

RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00 ♿

The Research and Development division is responsible for the research and development of business risk management, program compliance and product development.

RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4119
www.agricorp.com
8:00 - 5:00 ♿

Research and Development provides product innovation support, enhancements and maintenance for existing Agricorp programs, and input and analysis for new initiatives based on strategic objectives of Agricorp.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO (ARIO)

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4199
Fax (519)826-4211
www.omafra.gov.on.ca/english/research/ario/institute.htm
8:30 - 5:00

The Agricultural **Research** Institute of Ontario (ARIO) is a corporate advisory body reporting to the Minister of **Agriculture**, Food and Rural Affairs. ARIO's vision is "to provide priority and direction for research activities that will contribute to prosperous, competitive and sustainable agriculture, food and rural sectors in Ontario." The Research and Innovation Branch of the Ministry of Agriculture, Food and Rural Affairs supports ARIO administratively.

AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.omafra.gov.on.ca/english/tribunal
8:15 - 5:00

The **Agriculture**, Food and Rural Affairs **Appeal** Tribunal (AFRAAT) deals with appeals heard under a variety of agriculture-related legislation, including the **Farm** Products Marketing Act; the **Milk** Act; the **Drainage** Act, and the Farm Registration and Farm Organizations Funding Act. The Tribunal also resolves disputes over adjustments of loss on crop **insurance** contracts and disputes regarding the sale, repair and safety of farm machinery. It is also a **Licence** Review Board for Acts administered by OMAFRA. It hears matters related to the conduct of members of commodity boards. It may also hold proceedings under the Agricultural Employees Protection Act.

Services offered to the Public:
Appeal Process

BOARD OF NEGOTIATION

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.omafra.gov.on.ca/english/tribunal
8:15 - 5:00

The Board of Negotiation negotiates **claims** concerning **contaminant** damage to **property**. Under the **Environmenta**l Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement.

COLLEGE OF VETERINARIANS OF ONTARIO

2106 Gordon St
Guelph N1L 1G6
General Inquiry (519)824-5600
Toll Free 1-800-424-2856
Fax (519)824-6497
Toll Free Fax 1-888-662-9479
8:30 - 5:00

The College of **Veterinarian**s of Ontario ensures compliance with the regulations under the Veterinarians Act (OMAF) to regulate the practice of veterinarian **medicine** and govern its members. Inquiries should be directed to the College of Veterinarians of Ontario at (519)824-5600 or 1-800-424-2856.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3949
Fax (519)826-3367
8:30 - 5:00

The **Grain Financial Protection** Board collects fees and administers three commodity funds for producers of grain corn, soybeans and canola. The Board also administers a compensation fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94).

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4375
8:30 - 5:00

The **Livestock Financial Protection** Board collects producer fees under the Fund, administers the fund and approves **claims** made against the fund set up under the Ontario Beef Cattle Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 560/93).

LIVESTOCK MEDICINES ADVISORY COMMITTEE

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254
8:30 - 5:00

The **Livestock Medicine**s Advisory Committee reviews all legislation and regulations pertaining to the sale of livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines sold through licensed Livestock Medicines Outlets, as well as proper maintenance, handling and storage standards.

NORMAL FARM PRACTICES PROTECTION BOARD

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
Fax (519)826-6611
www.gov.on.ca/english/engineer/nfppb.nfppb.htm
8:30 - 5:00

The Normal **Farm** Practices Protection Board, established under the Farming and Food Protection Act, hears nuisance **complaint**s about odour, noise, dust and other disturbances arising from farm practices, and complaints from farmers about restrictive municipal by-laws. The Board defines "normal farm practices". Practices ruled as "normal farm practices" are protected from nuisance complaints or restrictive municipal by-laws.

Services offered to the Public:
Normal Farm Practices Protection Board

ONTARIO FARM PRODUCTS MARKETING COMMISSION

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4220
Fax (519)826-3400
8:30 - 5:00

The Ontario **Farm** Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards and designated associations established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 21 marketing plans. Some regulations under the Act also require the **licensing** of processors of regulated commodities by the commission (e.g. **vegetables**, grapes, tender **fruit**, potatoes, asparagus and seed corn dealers).

Services offered to the Public:
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
Toronto M8Y 1H8
General Inquiry (416)259-5479
Fax (416)259-4303
www.oftb.com
8:30 - 4:00

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruit**s and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail trade. It operates the Ontario Food Terminal, a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases warehouse units, offices and other facilities to farmers, wholesalers and allied services.

ACTS

AgriCorp Act, 1996
Agricultural Employees Protection Act, 2002
Agricultural Rehabilitation and Development Act (Ontario) ARDA
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Agricultural and Horticultural Organizations Act
Animals for Research Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance (Ontario) 1996
Dead Animal Disposal Act
Drainage Act
Farm Implements Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Food Safety and Quality Act, 2001
Grain Corn Marketing Act
Grains Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Milk Act
Ministry of Agriculture, Food and Rural Affairs Act
Nutrient Management Act, 2002
Ontario Agricultural Museum Act
Ontario Agricultural Week Act, 1998
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Tile Drainage Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

McMurtry-Scott Bldg
720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
TTY (416)326-4012
Toll Free 1-800-518-7901
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Ministry of the Attorney General delivers justice services to Ontarians by: prosecuting crime; supporting victims of crime; providing decision-making and justice support services to vulnerable people; providing criminal, civil and family courts and related justice services that are efficient and effective; providing legal advice and services to government.

DEPUTY ATTORNEY GENERAL

COMMUNICATIONS BRANCH

McMurtry-Scott Bldg
11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
(416)326-2200 (Branch Reception)
TTY (416)326-4012
Toll Free 1-800-518-7901
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Communications Branch provides full-service communications support to the Minister's Office, the Deputy Minister's Office, and the program divisions and branches of the Ministry of the Attorney General. These services include strategic communications advice, planning and services, coordinated issues management and media relations, and management of the Minister and Deputy Minister's correspondence, the Ministry Web site, and the public inquiry line.

CORPORATE SERVICES MANAGEMENT DIVISION

McMurtry-Scott Bldg
7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
http://www.attorneygeneral.jus.gov.on.ca/
8:30 - 5:00

The Corporate Services Management Division (CSMD) provides strategic support and advice to the Ministry of the Attorney General in the areas of business and fiscal planning, modern controllership, human resources, and facilities management. The CSMD also delivers shared services for Freedom of Information and Privacy and French language services to the justice sector ministries; provides service management for the audit support functions provided by the Ministry of Finance, and has administrative oversight responsibilities for the Special Investigation Unit (SIU). The CSMD is comprised of 3 branches (BFP, HR, Facilities Management), two key units (FOIP and FLS) and the Quality Service / Knowledge Management Projects. In addition, Audit Services Branch reports jointly to CSMD and the Ministry of Finance.

BUSINESS AND FISCAL PLANNING BRANCH

McMurtry-Scott Bldg
7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:30 - 5:00

Strategic Financial Management: maintain & manage the Ministry fiscal plan, coordinate the Results-based Plan, develop Management Board/Treasury Board submissions, prepare Estimates pro forma, analyze forecasts for integrated quarterly reporting, prepare year-end Treasury Board Order, prepare public accounts; Corporate planning & evaluation: assist in the development of performance measures, research & evaluation, coordinate the preparation of the Estimates Briefing Book; undertake Central Agency corporate exercises; Corporate controllership: lead & support implementation of corporate & ministry financial policies & related training, maintain the ministry's financial delegation of authority framework, manage services provided by Ontario Shared Services (OSS); Integrated Financial Information System (IFIS) Team: provide ongoing support & maintenance of IFIS; lead the implementation of enhancements and provide corporate journal entry coordination.

EMERGENCY MANAGEMENT

McMurtry-Scott Bldg
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)327-4153
Fax (416)327-4193
8:30 - 5:00

The Emergency Management Unit coordinates the development of business continuity plans and an emergency management program that oversees ministry responses to incidents that affect ministry operations. The Unit provides liaison with the OPS and Provincial Emergency Management offices.

FACILITIES MANAGEMENT BRANCH

McMurtry-Scott Bldg
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00

Facilities Management Branch provides liaison with central agencies, the Ministry of Public Infrastructure and Renewal and the Ontario Realty Corporation on strategic capital and accommodation planning, lease portfolio management and facilities project coordination and controllership. The Branch leads the development and submission of the infrastructure plan as well as the preparation of new requests for capital funding in support of program requirements. It also manages the administration and payment of 5.5 million square feet of government-owned and leased space in 250 locations across Ontario. The Branch manages the planning and coordination of capital and accommodations projects across Ontario and develops and maintains the province's architectural design standards for courthouses. The Operational Services section of the Branch provides a variety of services to the entire justice sector including moveable asset management, security, mail and printing services.

FRENCH LANGUAGE SERVICES FOR THE JUSTICE SECTOR

McMurtry-Scott Bldg
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:00 - 5:00

The Justice Sector French Language Services office monitors delivery of service in French. The office provides advice to management and staff at the Ministry of the Attorney General and Ministry of Community Safety and Correctional Services relating to their programs and activities pursuant to the 'French Language Services Act', the 'Courts of Justice Act' and the 'Criminal Code of Canada'. It also coordinates translation, complaints' investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries, the francophone community and the central agency, the Office of Francophone Affairs.

HUMAN RESOURCES BRANCH

McMurtry-Scott Bldg
3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4490
TTY (416)326-4011
Fax (416)326-2298
8:30 - 4:45

The Human Resources Branch (HRB) provides strategic services and advice on all workforce matters in support of government policy direction and ministry business plans. The HRB provides consulting services and support to managers in recruitment, employment transition and compensation, labour relations, grievance management and conflict resolution, workplace discrimination and harassment, return-to-work employment accommodations and health and safety. The HRB provides learning and development strategies, workforce and succession planning, performance management, change management, as well as a range of other services. The HRB maintains an Intranet site (Work Smart) that offers timely, accessible HR guides and advice to ministry managers and staff.

Services offered to the Public:
Blind Persons' Rights Act

JUSTICE SECTOR FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

McMurtry-Scott Bldg
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Justice Sector Freedom of Information and Protection of Privacy Office (FOIP) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act (FIPPA) for the ministries of the Attorney General and Community Safety and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; liaison with the Information and Privacy Commissioner on appeals and mediation processes; investigating privacy complaints; preparing

statistical reports; delivering training, providing advice on access privacy issues including privacy impact assessments and ensuring adherence to privacy provisions and other legislative requirements of the FIPPA.

FREEDOM OF INFORMATION AND PRIVACY - COMMUNITY SAFETY AND CORRECTIONAL SERVICES
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

JUSTICE SECTOR QUALITY SERVICE/ KNOWLEDGE MANAGEMENT PROJECTS

McMurtry-Scott Bldg
7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396
8:45 - 5:00

The Quality Service Project supports the justice sector in service excellence and organizational transformation. It provides strategic leadership, project support and advice on corporate initiatives that include: OPS Ideas Campaign, Innovation Fund, Public Sector Quality Fair, Framework for Action, Common Service Standards, OPS Spirit, and Employee Recognition. The Knowledge Management Project (KMP) provides support, guidance and expertise to Justice Sector business lines to ensure that knowledge is retained, accessible and reusable to save time, effort and promote efficiency. The KMP also supports the Justice Sector Knowledge Management Council and maintains the Justice Sector Knowledge Management intranet "In the Know". Project staff have developed informational sessions, the Knowledge Transfer Guide, and other KM tools to address issues of corporate memory loss and accessibility to information.

ONTARIO INTERNAL AUDIT - JUSTICE AUDIT SERVICE TEAM

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Ontario Internal Audit.

TORONTO
16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219

COURT SERVICES DIVISION

The McMurtry-Scott Bldg
2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-2652
8:30 - 5:00

Court Services Division manages more than 170 court offices in communities across the province. These offices provide an essential public service. Court staff schedule court cases, maintain court records and files, collect fines and fees, enforce civil orders, provide justice information to the public, and facilitate the delivery of other justice services, including civil and family mediation programs, victims' services and legal aid services. Court Services also provides administrative and courtroom support to all judicial officers in the Superior Court of Justice and the Ontario Court of Justice. Court staff manage the **jury** system and provide the courtroom clerks, court reporters, registrars and court interpreters required for court proceedings.

CORPORATE PLANNING BRANCH

The McMurtry-Scott Bldg
2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-1011
8:30 - 5:00

The Corporate Planning Branch is responsible for financial, IT, facilities and human resources planning within Court Services Division. The branch also provides statistical reports, and manages issues and communications.

COURTHOUSES

ALGOMA DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
(705)848-2500 (Criminal)
(705)848-2023 (Family)
Fax (705)848-9510
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
(705)945-8000x565 (Criminal)
(705)945-8000x521 (Family)
Fax (705)945-5001 (Criminal)
Fax (705)945-8968 (Family)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY - SAULT STE MARIE
3rd Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000x521
Fax (705)945-8968
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
General Inquiry (705)848-2383
Fax (705)848-9510
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS, ENFORCEMENT - SAULT STE MARIE
Main Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000x530
Fax (705)945-7933
8:30 - 5:00

BRANT COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - BRANTFORD
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - BRANTFORD
70 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-7828
Fax (519)752-6465
8:30 - 5:00

BRUCE COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - WALKERTON
Bruce County Courthouse
207 Cayley St
Walkerton N0G 2V0
(519)881-2333 (Criminal)
(519)881-0211 (Family)
Fax (519)881-0347
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, ENFORCEMENT - WALKERTON
207 Cayley St
PO Box 39
Walkerton N0G 2V0
General Inquiry (519)881-1052
(519)881-1772 (Enforcement / Small Claims Office)
Fax (519)881-0347
8:30 - 5:00

CHATHAM - KENT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - CHATHAM
Suite 149, 425 Grand Ave W
Chatham N7M 6M8
General Inquiry (519)355-2200
Fax (519)355-2202
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, ENFORCEMENT - CHATHAM
Suite 149, 425 Grand Ave W
Chatham N7M 6M8
General Inquiry (519)355-2200
(519)355-2200 (Enforcement Office)
Fax (519)355-2202
8:30 - 5:00

COCHRANE DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - COCHRANE
District Courthouse
149 4th Ave
PO Box 638
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - TIMMINS
Suite 127, 38 Pine St
Timmins P4N 6K6
General Inquiry (705)267-7799
Fax (705)360-2014
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, ENFORCEMENT - COCHRANE
149 Fourth Ave
PO Box 638
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS (SATELLITE LOCATION) - KAPUSKASING
Ontario Government Bldg
Hwy 11 W
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)337-1477
(Mon - Thu 9:00 am - 4:00 pm & Fri 9:00 am - 11:30 am)

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - TIMMINS
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
Fax (705)360-2016
8:30 - 5:00 ♿

DUFFERIN COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
(519)941-4744 (Enforcement Office)
Fax (519)941-6941
8:30 - 5:00 ♿

DURHAM REGION

ONTARIO COURT OF JUSTICE - OSHAWA
242 King St E
Oshawa L1H 3Z8
General Inquiry (905)430-5800
Fax (905)430-4403
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, CRIMINAL (SATELLITE LOCATION) - OSHAWA
850 King St W
Oshawa L1J 2L5
General Inquiry (905)430-5800
Fax (905)430-4948 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY (UFC), SMALL CLAIMS, CRIMINAL, ENFORCEMENT - WHITBY
605 Rossland Rd E
Whitby L1N 9G7
General Inquiry (905)430-5800
(905)430-5808 (Enforcement Office)
Fax (905)430-5802
Fax (905)430-5816 (Small Claims/ Enforcement)
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, FAMILY (UFC) - OSHAWA
33 King St W
Oshawa L1H 1A1
General Inquiry (905)430-5800
Fax (905)430-4901
8:30 - 5:00 ♿

ELGIN COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - ST THOMAS
The Justice Bldg
2nd Flr, 30 St Catherines St
PO Box 310
St Thomas N5P 3T9
General Inquiry (519)633-1230x234
Fax (519)633-7629
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - ST THOMAS
145 Curtis St
PO Box 310
St Thomas N5P 3T9
General Inquiry (519)633-2160x223
Fax (519)633-7629
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, ENFORCEMENT - ST THOMAS
Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
(519)631-3530x251 (Small Claims Court and Enforcement Office)
(519)633-1720x221 (Civil Filing Office)
Fax (519)633-7629 (Civil Filing Office)
Fax (519)631-6086
8:30 - 5:00

ESSEX COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - WINDSOR
1st Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6665
Fax (519)973-6619
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - WINDSOR
1st Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6670
Fax (519)973-6626
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - WINDSOR
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
(519)973-6600 (Enforcement Office)
Fax (519)973-6614
8:30 - 5:00

FRONTENAC COUNTY

ONTARIO COURT OF JUSTICE - KINGSTON
279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6200
Fax (613)548-6819
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - KINGSTON
Frontenac County Courthouse
Civil Filing Office, 5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
(613)548-6811 (Enforcement Office)
Fax (613)548-6818
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY (UFC) - KINGSTON
469 Montreal St
Kingston K7K 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:30 - 5:00

GREY COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - OWEN SOUND
611- 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)370-2430
Fax (519)370-2451
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - OWEN SOUND
611 - 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)370-2430
(519)370-2430 (Estates Office & Enforcement Office)
Fax (519)370-2451
8:30 - 5:00

HALDIMAND COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - CAYUGA
55 Munsee St
PO Box 399
Cayuga N0A 1E0
General Inquiry (905)772-3335
Fax (905)772-3958
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - CAYUGA
55 Munsee St
PO Box 399
Cayuga N0A 1E0
General Inquiry (905)772-3335
(905)772-3335 (Enforcement Office)
Fax (905)772-3958
8:30 - 5:00

HALTON

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - MILTON
491 Steeles Ave E
Milton L9T 1Y7
(905)842-8380 (Family)
(905)878-4165 (Criminal & YCJA)
Fax (905)842-2781 (Family)
Fax (905)693-3032 (Criminal & YCJA)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3
General Inquiry (905)637-4125
Fax (905)637-4183
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - OAKVILLE
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6H 7H6
General Inquiry (905)842-8380
Fax (905)842-2781
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - MILTON
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7281
(905)878-4165 (Criminal Office)
(905)878-7281 (Family Office)
(905)878-7285 (Small Claims & Enforcement Office)
Fax (905)693-3032 (Criminal Office)
Fax (905)693-3038 (Family Office)
Fax (905)693-3039 (Small Claims & Enforcement Office)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3
General Inquiry (905)637-4125
Fax (905)637-4183
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - OAKVILLE
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6H 7H6
General Inquiry (905)842-8380
Fax (905)842-2781
8:30 - 5:00

HAMILTON

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - HAMILTON
The John Sopinka Courthouse
Suite 106, 45 Main St E
Hamilton L8N 2B7
(905)645-5252x3871 (Criminal Operations)
(905)645-5288 (Court Support, Suite 221)
Fax (905)645-5383 (Court Support, Suite 221)
Fax (905)645-5372 (Criminal Operations)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, DIVISIONAL, CIVIL, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - HAMILTON
The John Sopinka Courthouse
45 Main St E
Hamilton L8N 2B7
(905)645-5252x3875 (Small Claims Operations, Suite 108)
(905)645-5252x3874 (Enforcement Office, Suite 106)
(905)645-5252x3873 (Civil, Suite 110)
(905)645-5252x3871 (Criminal, Suite 106)
(905)645-5252 (Court Support, Suite 221)
Fax (905)645-5372 (Criminal)
Fax (905)645-5383 (Court Support)
Fax (905)645-5271 (Enforcement)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY (UFC) - HAMILTON
55 Main St W
Hamilton L8P 1H4
General Inquiry (905)645-6250
Fax (905)645-6264
8:30 - 5:00

HASTINGS

ONTARIO COURT OF JUSTICE, CRIMINAL - BELLEVILLE
15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)962-3468
Fax (613)962-8830
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY, YCJA - BELLEVILLE
Century Pl
Suite 402, 199 Front St
Belleville K8N 5H5
General Inquiry (613)968-6759
Fax (613)966-4390
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - BELLEVILLE
235 Pinnacle St
Belleville K8N 3A9
General Inquiry (613)962-9106
Fax (613)921-9691
8:30 - 5:00

HURON

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA, ENFORCEMENT - GODERICH
1st Flr, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-9342
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY, CRIMINAL - GODERICH
1st Flr, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2990
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT- GODERICH
1st Flr, 1 Court House Sq
Goderich N7A 1M2
(519)524-7322 (Civil, Criminal, Family)
(519)524-2519 (Small Claims Court Office & Enforcement)
8:30 - 5:00

KAWARTHA LAKES AND HALIBURTON

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT, ESTATES - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
(705)324-1400 (Enforcement Office)
Fax (705)324-1401
8:30 - 5:00

KENORA DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - DRYDEN
Government Bldg
Rm 127, 479 Government St
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2348
Fax (807)223-3199
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY (SATELLITE LOCATION) - RED LAKE
Government Bldg
115 Howey St
PO Box 226
Red Lake P0V 2M0
General Inquiry (807)727-2376 (Mon - Fri 8:30 am - 12:00 pm)
Fax (807)727-3721

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA (SATELLITE) - SIOUX LOOKOUT
25 Fifth Ave
Sioux Lookout P8T 1A1
General Inquiry (807)737-4305
Fax (807)737-5243
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YCJA - KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
Fax (807)468-2749
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
Fax (807)468-2749
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS (SATELLITE LOCATION) - RED LAKE
Government Bldg
115 Howey St
PO Box 226
Red Lake P0V 2M0
General Inquiry (807)727-2376 (Mon - Fri 8:30 am - 12:00 pm)
Fax (807)727-3721

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS (SATELLITE LOCATION) - SIOUX LOOKOUT
25 Fifth Ave
Sioux Lookout P8T 1A1
General Inquiry (807)737-4305
Fax (807)737-5243
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - DRYDEN
Government Bldg
Rm 127, 479 Government St
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2348
Fax (807)223-3199
8:30 - 5:00

LAMBTON COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - SARNIA
Justice Bldg
3rd Flr Suite 301, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)333-2950
(519)333-2970 (Judicial Support - Trial Coordinator)
Fax (519)333-2955
Fax (519)333-2955
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - SARNIA
Justice Bldg
1st Flr Suite 106, 700 Christina St N
PO Box 2567
Sarnia N7V 3C2
General Inquiry (519)333-2950
Fax (519)333-2956
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, YCJA, ENFORCEMENT - SARNIA
Justice Bldg
1st Flr Suite 106, 700 Christina St N
PO Box 2567
Sarnia N7V 3C2
General Inquiry (519)333-2950
(519)333-2961 (Trial Coordination)
(519)333-2960 (Judicial Support)
Fax (519)333-2956 (General Inquiry)
Fax (519)333-2962 (Judicial Support)
Fax (519)333-2962 (Trial Coordination)
8:30 - 5:00

LANARK COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - PERTH
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
Fax (613)267-7055
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY (UFC), SMALL CLAIMS, ENFORCEMENT - PERTH
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
(613)267-2021 (Enforcement Office)
Fax (613)267-7055
8:30 - 5:00

LEEDS AND GRENVILLE

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - BROCKVILLE
41 Court House Sq
Brockville K6V 7N3
General Inquiry (613)341-2800
Fax (613)341-2803
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - BROCKVILLE
41 Court House Sq
Brockville K6V 7N3
General Inquiry (613)341-2800
Fax (613)341-2803
8:30 - 5:00

LENNOX AND ADDINGTON COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - NAPANEE
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS,
ENFORCEMENT - NAPANEE
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00

MANITOULIN DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA - GORE BAY
Main Flr, 27 Phipps St
PO Bag 5
Gore Bay P0P 1H0
General Inquiry (705)282-2461
Fax (705)282-3245
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS, CRIMINAL,
ENFORCEMENT - GORE BAY
Main Flr, 27 Phipps St
PO Bag 5
Gore Bay P0P 1H0
General Inquiry (705)282-2461
Fax (705)282-3245
8:30 - 5:00

MIDDLESEX COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - LONDON
2nd Flr, 80 Dundas St
London N6A 6A3
General Inquiry (519)660-3000
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, SMALL CLAIMS,
DIVISIONAL, ENFORCEMENT - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3
General Inquiry (519)660-3000
(519)660-3004 (Enforcement Office)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY
(UFC) - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3
General Inquiry (519)660-3044
8:30 - 5:00

MUSKOKA

ONTARIO COURT OF JUSTICE,
CRIMINAL - BRACEBRIDGE
3 Dominion St
Bracebridge P1L 2E6
General Inquiry (705)645-8793
Fax (705)645-7901
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY (UFC), SMALL CLAIMS,
CRIMINAL, ENFORCEMENT -
BRACEBRIDGE
3 Dominion St
Bracebridge P1L 2E6
General Inquiry (705)645-8793
(705)645-8793 (Enforcement Office)
Fax (705)645-7901
8:30 - 5:00

SUPERIOR COURT OF JUSTICE,
CRIMINAL, FAMILY, SMALL CLAIMS
(SATELLITE LOCATION) - HUNTSVILLE
36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-5630
Fax (705)789-9400

NIAGARA REGION

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - ST CATHARINES
59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY (SATELLITE LOCATION) - NIAGARA FALLS
59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200

ONTARIO COURT OF JUSTICE, FAMILY, CRIMINAL - WELLAND
102 East Main St
Welland L3B 3W6
General Inquiry (905)735-0010
Fax (905)734-9119
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY (UFC), SMALL CLAIMS, CRIMINAL, ENFORCEMENT - ST CATHARINES
59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - WELLAND
102 East Main St
Welland L3B 3W6
General Inquiry (905)735-0010
Fax (905)734-9119
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - ST CATHARINES
4th Flr, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00

NIPISSING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309x215
Fax (705)495-8368
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
8:30 - 5:00

NORFOLK COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00

NORTHUMBERLAND COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY (UFC), SMALL CLAIMS, ENFORCEMENT, ESTATES - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
(905)372-3751 (Enforcement Office)
Fax (905)372-9952
8:30 - 5:00

OTTAWA

ONTARIO COURT OF JUSTICE, CRIMINAL - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
Fax (613)239-1171
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, DIVISIONAL, CIVIL, FAMILY (UFC), SMALL CLAIMS, CRIMINAL, ENFORCEMENT, DIVISIONAL COURT - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
(613)239-1054 (Civil Office)
(613)239-1050 (Enforcement Office)
(613)239-1079 (Small Claims Court Operations)
(613)239-1320 (Bankruptcy & Assessments)
(613)239-1024 (Estates)
(613)239-1071 (Divisional Court)
(613)239-1560 (Criminal Operations)
(613)239-1274 (Family Operations, Family Law Information Centre)
(613)239-1047 (Civil - Case Management)
(613)239-1180 (Civil Mediation)
(613)239-1260 (Court Support)
(613)239-1015 (Court Interpretation & Translation Office)
8:30 - 5:00

OXFORD COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 7W5
(519)539-6187x230 (Family)
(519)539-6187x223 (Criminal)
Fax (519)539-4579
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 4G6
General Inquiry (519)539-6188x232
(519)539-6187 (Enforcement Office)
(519)539-4751x234 (Small Claims Court)
Fax (519)539-4579 (Small Claims Court)
8:30 - 5:00

PARRY SOUND DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - PARRY SOUND
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-4251
Fax (705)746-6179
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - PARRY SOUND
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-4251
(705)746-4251 (Enforcement Office)
(705)746-4237 (Criminal)
Fax (705)746-6179
8:30 - 5:00

PEEL REGION

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - BRAMPTON
A Grenville & William Davis Courthouse
7755 Hurontario St
Brampton L6W 4T6
(905)456-4702 (Family)
(905)456-4730 (Criminal)
Fax (905)456-4723 (Family)
Fax (905)456-4732 (Criminal)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, DIVISIONAL, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT, DIVISIONAL COURT - BRAMPTON
A Grenville & William Davis Courthouse
7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4744
(905)456-4701 (Enforcement & Finance)
Fax (905)456-4741
8:30 - 5:00

PERTH COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - STRATFORD
100 St Patrick St
PO Box 726
Stratford N5A 6V6
General Inquiry (519)271-9252
Fax (519)271-8080
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY (UFC), SMALL CLAIMS, CRIMINAL, ENFORCEMENT - STRATFORD
17 George St
PO Box 726
Stratford N5A 1A6
General Inquiry (519)271-1850
(519)271-1850 (Enforcement Office)
Fax (519)271-8080
8:30 - 5:00

PETERBOROUGH COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - PETERBOROUGH
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3846
Fax (705)876-3838
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, CRIMINAL, ENFORCEMENT, ESTATES - PETERBOROUGH
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3816
(705)876-3846 (Enforcement Office)
(705)876-3816x816 (Estates Office)
Fax (705)876-3828
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY(UFC) - PETERBOROUGH
470 Water St
Peterborough K9H 3M3
General Inquiry (705)876-3815
Fax (705)876-3813
8:30 - 5:00

PRESCOTT AND RUSSELL

ONTARIO COURT OF JUSTICE - L'ORIGNAL
2nd Flr, 59 Court St
L' Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY (UFC), SMALL CLAIMS, CRIMINAL - L'ORIGNAL
2nd Flr, 59 Court St
L'Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00

PRINCE EDWARD COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
Fax (613)476-7297
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL (SATELLITE LOCATION) - PICTON
67 King St
Picton K0K 2T0
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
Fax (613)476-7297

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
(613)476-6236 (Enforcement Office)
Fax (613)476-7297
8:30 - 5:00

RAINY RIVER DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY, YOUTH CRIMINAL JUSTICE - FORT FRANCES
333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - FORT FRANCES
333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00

RENFREW COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY

31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-8581
Fax (613)732-1766
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS, CRIMINAL, FAMILY, CIVIL, ENFORCEMENT - PEMBROKE
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-8581
Fax (613)732-1766
8:30 - 5:00

SIMCOE COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL (SATELLITE LOCATION) - MIDLAND
Civic Ctr
605 Yonge St
Midland L4R 2E1
General Inquiry (705)526-0251
Fax (705)528-1085

ONTARIO COURT OF JUSTICE, CRIMINAL (SATELLITE LOCATION) - BRADFORD
57 Holland St E
Bradford L3Z 2A8
General Inquiry (905)775-2621
Fax (905)775-1527

ONTARIO COURT OF JUSTICE, CRIMINAL (SATELLITE LOCATION) - COLLINGWOOD
49 Huron St
Collingwood L9Y 1C5
General Inquiry (705)445-9332
Fax (705)444-4728

ONTARIO COURT OF JUSTICE, CRIMINAL - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, ENFORCEMENT - BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6111
(705)739-6100 (Enforcement Office)
Fax (705)739-6516
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY, SMALL CLAIMS (SATELLITE LOCATION) - COLLINGWOOD
49 Huron St
Collingwood L9Y 1C5
General Inquiry (705)445-9332
Fax (705)444-4728

SUPERIOR COURT OF JUSTICE, FAMILY, SMALL CLAIMS (SATELLITE LOCATION) - MIDLAND
Civic Ctr
605 Yonge St
Midland L4R 2E1
General Inquiry (705)526-0251
Fax (705)528-1085

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00

STORMONT, DUNDAS AND GLENGARRY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
Fax (613)932-0507
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
Fax (613)525-0708
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
(613)933-7500 (Enforcement Office)
Fax (613)932-0507
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
Fax (613)525-0708
8:30 - 5:00

SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - SUDBURY
Main Flr, 155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7600
Fax (705)564-7895
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY (SATELLITE LOCATION) - ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
General Inquiry (705)869-4334
Fax (705)869-6511

ONTARIO COURT OF JUSTICE, FAMILY, YCJA - SUDBURY
Suite 201, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7600
Fax (705)564-7638
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, ENFORCEMENT - SUDBURY
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7600
(705)564-7776 (Enforcement Office)
Fax (705)564-7890
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS (SATELLITE LOCATION) - ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
General Inquiry (705)869-4334 (Monday - Thursday 8:30 am - 3:30 pm)
Fax (705)869-6511

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - SUDBURY
Suite 201, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7600
Fax (705)564-7638
8:30 - 5:00

THUNDER BAY DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - THUNDER BAY
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1610
Fax (807)625-0062
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - THUNDER BAY
1st Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1600
Fax (807)625-1602
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - THUNDER BAY
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2700
Fax (807)343-2704
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - NIPIGON
5 Wadsworth Dr
PO Box 758
Nipigon P0T 2J0
General Inquiry (807)887-3829 (Wed & Thurs 9:00 am - 12:00 pm & 1:00 pm - 4:00 pm)
Fax (807)887-3672

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GERALDTON
208 Beamish Ave W
PO Box 39
Geraldton P0T 1M0
General Inquiry (807)854-1488
Fax (807)854-0468
12:00 - 4:00

TIMISKAMING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA, FAMILY - HAILEYBURY
393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3321
Fax (705)672-3360
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS, ENFORCEMENT - HAILEYBURY
393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3321
Fax (705)672-3360
8:30 - 5:00

TORONTO REGION

COURT OF APPEAL FOR ONTARIO
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5020
Fax (416)327-5032
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - COLLEGE PARK
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
(416)325-8972 (Judges' Secretaries)
(416)325-8967 (Justices of the Peace)
Fax (416)325-8954
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - DOWNSVIEW
1000 Finch Ave W
Toronto M3J 2V5
General Inquiry (416)314-4208
(416)314-4222 (Crown Attorney's Office)
(416)314-4213 (Justices of the Peace)
(416)314-4218 (Judges' Secretary)
Fax (416)314-4233 (Criminal Office)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - TORONTO
Old City Hall
60 Queen St W
Toronto M5H 2M4
(416)327-5878 (Accounting & Enforcement)
(416)327-5614 (Court Support)
(416)327-6171 (Courtroom Clerks)
(416)327-6172 (Courtroom Clerks)
(416)314-9701 (Probation & Parole)
(416)327-6064 (Provincial Crowns' Office)
(416)327-5774 (Provincial Prosecutors' Office)
(416)327-6297 (Records Office)
(416)327-5959 (Victim Witness Assistance Program)
(416)326-6541 (Mental Health Court Program)
(416)598-0200x4356 (Legal Aid Office)
(416)952-9189 (Federal Crowns' Office)
(416)327-5609 (Court Reporters)
(416)327-5907 (Judges' Secretaries)
(416)327-5179 (Justices of the Peace)
(416)861-1900 (Native Court Worker)
Fax (416)327-5893 (Court Support)
Fax (416)954-9042 (Federal Crowns' Office)
Fax (416)327-6222 (Court Reporters)
Fax (416)326-6544 (Mental Health Court Program)
Fax (416)327-7630 (Victim Witness Assistance Program)
Fax (416)327-5787 (Provincial Prosecutors' Office)
Fax (416)327-6068 (Provincial Crowns' Office)
Fax (416)327-6813 (Courtroom Clerks)
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - ETOBICOKE
2201 Finch Ave W
Toronto M9M 2Y9
General Inquiry (416)314-3962
(416)314-3975 (Judges' Secretaries)
(416)314-3973 (Justices of the Peace)
(416)314-3936 (Crown Attorney's Office)
Fax (416)314-3982 (Criminal Office)
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0983
(416)325-0354 (Justice of the Peace)
(416)325-0861 (Judges' Secretaries)
(416)325-0342 (Crown Attorney's Office)
Fax (416)325-0960 (Criminal Office)
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - NORTH YORK
1st Flr, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry (416)326-3592
(416)326-7758 (Judges' Secretary)
Fax (416)326-3569 (Family Office)
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0982
(416)325-0275 (Judges' Secretaries)
Fax (416)325-4781 (Family Office)
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY, YCJA - TORONTO
311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)327-6857
(416)327-6879 (Youth Criminal Justice)
(416)327-6868 (Family Case Management)
(416)327-6987 (Mediation)
(416)327-6891 (Judges' Secretaries)
Fax (416)327-6980 (Family Case Management)
Fax (416)324-6964 (Youth Criminal Justice)
Fax (416)327-3634 (General Inquiry)
8:30 - 5:00 ♿

PROVINCIAL PROSECUTORS OFFICE
Old City Hall
60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5774
Fax (416)327-5787
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE - ASSESSMENTS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5121
Fax (416)327-6228
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BANKRUPTCY OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5044
Fax (416)327-6228
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - CIVIL INTAKE
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5440 (Case Management Procedural Line)
(416)327-0363 (Simplified Rules Prodedural Line)
Fax (416)327-6187
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - CIVIL SCHEDULING
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5292 (Civil Motion & Application Scheduling)
Fax (416)327-5484 (Scheduling Unit)
Fax (416)327-9470 (Civil Motions Scheduling)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COMMERCIAL OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5043
Fax (416)327-6228
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COURT INTERPRETERS/TRANSLATION
Rm 512, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5014
Fax (416)327-6496
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COURT REPORTERS
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ENFORCEMENT OFFICE
The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ESTATES
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - FINANCE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5688
Fax (416)327-5272
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - HEARINGS UNIT
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments Coordinator)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - JUDGES' ADMINISTRATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - JURY OFFICE
Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - MANDATORY MEDIATION
19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-1361
Fax (416)314-1360
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - MASTERS OFFICE
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)327-6405 (Traditional Masters)
Fax (416)326-5416 (Case Management Masters)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - RECORDS OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-0605
Fax (416)327-0900
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WRITS OFFICE
The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2G2
General Inquiry (416)327-6860
Fax (416)327-5885
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL
Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL - COURT SUPPORT
Rm 508, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)326-3021
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-2064 (Family Law Office)
(416)314-1996 (Family Law Information Centre)
Fax (416)327-6137 (Family Law)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS
3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
General Inquiry (416)326-3554
Fax (416)325-8912
8:30 - 5:00

WATERLOO

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
(519)621-9226 (Family)
(519)621-9220 (Criminal)
Fax (519)621-7824
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - KITCHENER
200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3300
Fax (519)741-3328 (Criminal)
Fax (519)741-3399 (Family)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL - KITCHENER
20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3200
Fax (519)741-3278
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3270 (Small Claims)
(519)741-3266 (Enforcement Office)
(519)741-3200 (Family & Criminal)
Fax (519)741-3214
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
General Inquiry (519)623-0170
8:30 - 5:00

WELLINGTON COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)836-2501
Fax (519)837-6302
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - GUELPH
74 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-7961
Fax (519)823-0134
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, CRIMINAL, ENFORCEMENT - GUELPH
74 Woolwich St
Guelph N1H 3T9
General Inquiry (519)824-4100
(519)824-4169 (Small Claims)
(519)824-4430 (Enforcement Office)
Fax (519)824-5449
8:30 - 5:00

YORK REGION

ONTARIO COURT OF JUSTICE, CRIMINAL - NEWMARKET
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4801
Fax (905)853-4869
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, DIVISIONAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - NEWMARKET
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4809
(905)853-4809x6219 (Finance Office)
(905)853-4809x6224 (Finance Office)
(905)853-4811 (Court Support Office, 3rd Flr)
(905)853-4809 (Estates Office Enforcement Office)
Fax (905)853-4864 (Enforcement Finance)
Fax (905)853-4809 (Estates)
Fax (905)853-4813 (Court Support)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - RICHMOND HILL
855 Major MacKenzie Dr E
Richmond Hill L4B 4X7
General Inquiry (905)737-4416
Fax (905)737-0199
8:30 - 5:00

COURTS OF JUSTICE

COURT OF APPEAL FOR ONTARIO

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5020
(416)327-5101 (Osgoode Hall, Judges' Reception)
Fax (416)327-5032 (Intake Office)
Fax (416)327-6256 (Appeal Scheduling)
8:30 - 5:00

The **Court** of **Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and **civil** appeals and sits primarily in Toronto.

ONTARIO COURT OF JUSTICE

CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE

Suite 2300, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787
8:30 - 4:45

The Ontario **Court** of Justice has jurisdiction in **criminal** cases, significant aspects of **Family** Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition in most matters under the **Criminal Code of Canada** and other federal statutes, including the Youth Criminal Justice Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and regulations of Ontario and municipal by-laws. For inquiries on payment of **fines** other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 338-7320.

SUPERIOR COURT OF JUSTICE

CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
(416)327-5284 (Judges' Reception 361 University Ave 3rd Flr)
Fax (416)327-5417
8:30 - 5:00

The Superior **Court** of Justice has jurisdiction in both **criminal** and **civil** cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act. The Small **Claims** Court provides a convenient way to settle disputes over goods and services for amounts not exceeding $10,000.

CRIMINAL LAW DIVISION

McMurtry-Scott Bldg
9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2615
(416)326-2400 (9th Flr)
(416)326-4600 (10th Flr)
Fax (416)326-2423 (9th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2063 (6th Flr)

The **Criminal** Law Division provides legal representation for the **Crown** in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 judicial districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
Suite 201, 1091 Gorham St
Newmarket L3Y 8X7
General Inquiry (905)836-5624
Fax (905)836-5620

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151

MUSKOKA
Courthouse
2nd Flr, 3A Dominion St
Bracebridge P1L 2G2
General Inquiry (705)645-2411
Fax (705)645-3422

NORTHUMBERLAND
2 King St E
Cobourg K9A 1K7
General Inquiry (905)372-8784
Fax (905)372-1040
8:30 - 5:00

PETERBOROUGH
Provincial Court Bldg
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3848
Fax (705)876-9862

SIMCOE
Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6188
Fax (705)739-6551

VICTORIA AND HALIBURTON
440 Kent St W
Lindsay K9V 5P2
General Inquiry (705)324-1420
Fax (705)324-1421
8:30 - 5:00

YORK REGION
Courthouse
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800
Fax (905)853-4849

CENTRAL WEST REGION
Courthouse
Suite 400, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5338
Fax (905)645-5376
8:30 - 5:00

BRANT
Courthouse
2nd Flr, 44 Queen St
Brantford N3T 3B4
General Inquiry (519)758-3480
Fax (519)758-3481
8:30 - 5:00

DUFFERIN
Courthouse
2nd Flr, 51 Zina St
Orangeville L9W 1E5
General Inquiry (519)941-4471
Fax (519)941-2330
8:30 - 5:00

HALDIMAND
Courthouse
55 Munsee St N
PO Box 309
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494
8:30 - 5:00

HALTON
Courthouse
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)693-3036
8:30 - 5:00

HAMILTON
Courthouse
Suite 441, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5262
Fax (905)645-5261
8:30 - 5:00

NIAGARA NORTH
Courthouse
3rd Flr, 59 Church St
PO Box 788
St Catharines L2R 7N8
General Inquiry (905)685-4293
Fax (905)685-5565
8:30 - 5:00

NIAGARA SOUTH
Courthouse
2nd Flr, 102 East Main St
Welland L3B 3W5
General Inquiry (905)732-1327
Fax (905)732-0223
8:30 - 5:00

NORFOLK
Justice Bldg
Level 4, 530 Queensway W
PO Box 605
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301
8:30 - 5:00

PEEL
Courthouse
Suite 100 & 506, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4777
Fax (905)456-4780
8:30 - 5:00

EAST REGION
Courthouse
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420

FRONTENAC
County Courthouse
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6220
Fax (613)548-6692

HASTINGS
2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK
30 Foster St
Perth K7H 1R7
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE
County Courthouse
550 King St W
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON
County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA
Courthouse
Suite 3045, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200
Fax (613)239-1214

PRESCOTT AND RUSSELL
Courthouse
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD
Suite 201, 172 Main St
Picton K0K 2T0
General Inquiry (613)476-6267
Fax (613)476-8272

RENFREW COUNTY
Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2261
Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY
Courthouse
29 2nd St W
Cornwall K6J 1G3
General Inquiry (613)932-5903
Fax (613)936-2157

NORTH REGION
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7674
Fax (705)564-7664

ALGOMA
Courthouse
445 Albert St E
Sault Ste Marie P6A 2J9
General Inquiry (705)945-8001
Fax (705)942-6060

COCHRANE NORTH (KAPUSKASING)
Model City Mall
Suite 32, 25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6184
Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)
289 Fifth Ave
Timmins P4N 5L5
General Inquiry (705)264-5234
Fax (705)268-7588

KENORA (DRYDEN)
Ontario Government Bldg
Main Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-3351
Fax (807)223-5746
8:30 - 4:45

KENORA COURTHOUSE
Courthouse
Main Flr, 216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2835
Fax (807)468-2840

MANITOULIN
Courthouse
27 Phipps St
PO Box 619
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197
8:30 - 4:45

NIPISSING
Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND
Courthouse
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER
Courthouse
Main Flr, 333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY
Courthouse
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7698
Fax (705)564-7690

TEMISKAMING
Courthouse
393 Main St
PO Box 369
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672

THUNDER BAY
Superior Court of Justice Courthouse
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)343-2745
8:30 - 5:00

THUNDER BAY (ONTARIO COURT OF JUSTICE)
2nd Flr, 1825 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1620
Fax (807)625-1618
8:30 - 5:00

TORONTO REGION
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488

DOWNTOWN TORONTO
New Courthouse
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5990
Fax (416)327-6056

NORTH YORK
2nd Flr Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
Fax (416)314-4234

SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353

TORONTO
4th Flr, 2201 Finch Ave W
Toronto M9M 2Y9
General Inquiry (416)314-3936
Fax (416)314-3949

WEST REGION
Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)660-2400
Fax (519)661-2887
8:15 - 5:00

BRUCE
Courthouse
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432
Fax (519)881-0280

ELGIN
Courthouse
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629
8:30 - 5:00

ESSEX
Ontario Court of Justice
5th Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-1104
Fax (519)253-1813

GREY
Courthouse
611 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)370-2470
Fax (519)370-2476

HURON
Courthouse
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574

KENT
Courthouse
3rd Flr Suite 315, 425 Grand Ave W
Chatham N7M 6M9
General Inquiry (519)355-2240
Fax (519)355-2241
8:30 - 5:00

LAMBTON
Courthouse
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)333-2980
Fax (519)333-2981

MIDDLESEX
Courthouse
Main Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3003
Fax (519)660-3087

OXFORD
Courthouse
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060
8:30 - 5:00

PERTH
County Courthouse
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840

WATERLOO
Courthouse
3rd Flr, 200 Fredrick St
Kitchener N2H 6P1
General Inquiry (519)741-3222
Fax (519)570-0031

WELLINGTON
Courthouse
74 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301
8:30 - 5:00

FAMILY JUSTICE SERVICES DIVISION

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00

The **Family** Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, Supervised Access and Bail Verification. It also has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
8:30 - 5:00

The Office of the **Children**'s **Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of children under a **disability** at law, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of Civil Procedure, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

LEGAL AID POLICY AND LIAISON

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-1234
Fax (416)326-3214
8:30 - 5:00

Legal Aid Policy and Liaison is the government link to Legal Aid Ontario, which delivers legal aid services to the public.

LEGAL AID ONTARIO

Suite 404, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-8669
www.legalaid.on.ca
8:30 - 5:00

Legal Aid Ontario is an operational service agency responsible for the delivery of legal aid services in Ontario.

PROGRAM SUPPORT

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2506
Fax (416)314-2500
8:30 - 5:00

The unit supports the Assistant Deputy Attorney General and provides advice to all programs within the Family Justice Services Division. It coordinates the business planning exercise, develops the operational plan, monitors performance measures, tracks spending and provides corporate reports for the Family Justice Services Division.

Services offered to the Public:
Supervised Access Program

BAIL VERIFICATION AND SUPERVISION PROGRAM

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2507
8:30 - 5:00

The **Bail** Verification and Supervision Program is delivered by transfer payment agencies in six locations across the province. Information provided by people accused of criminal offences is verified, to assist in determining suitability for bail and bail supervision. If suitable, the court may order supervison of persons by the Bail Program.

SUPERVISED ACCESS PROGRAM

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)212-2029
Fax (416)212-2032
www.attorneygeneral.jus.gov.on.ca/english/family/supaccess.asp
9:00 - 4:30

The Ministry of the Attorney General provides **funding** to and coordinates supervised access centres in 52 Court Districts across the province. The centres provide a safe, neutral, **child**-focused setting for visits or exchanges between a child and non-custodial parent in situations where there are concerns about the safety and well-being of the custodial parent or child.

Services offered to the Public:
Supervised Access Program

PUBLIC GUARDIAN AND TRUSTEE

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)326-1366 (Executive)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00

The Office of the Public **Guardian** and Trustee operates out of six offices located throughout the province to provide a variety of services, including: managing the financial and/or personal affairs of mentally incapable individuals pursuant to the Substitute Decisions Act where no one else is able to do so; making medical treatment decisions for mentally incapable people where no one else is able to do so; administering the **estates** of persons, who die without a will and without any family in Ontario; dealing with property owned by a dissolved Ontario corporation; investigating allegations of serious harm against vulnerable adults; as the Accountant of the Superior Court of Justice, retaining all money, mortgages and securities paid into or lodged with the Court on behalf of minors and litigants; protecting the public interest in charitable property.

CAPACITY ASSESSMENT OFFICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Toll Free 1-866-521-1033
Fax (416)327-6724
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a financial assistance program for people who require assistance in paying for an assessment; and provides training and information to assessors in Ontario.

CLIENT SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2619
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

The Client Services Department provides intake for all Office of the Public **Guardian** and Trustee guardianship matters; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; makes decisions about treatment and long-term admission under the Health Care Consent Act.

ESTATES ADMINISTRATION UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2781
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

Estates Administration Unit administers estates of persons who die intestate and without known heirs in the province, and the assets of dissolved **corporations**.

INVESTIGATIONS

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6348
Toll Free 1-800-366-0335
Fax (416)314-5301 (Intake/Investigations)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

The **Investigation** Unit investigates allegations under the Substitute Decisions Act that someone may be incapable of managing their property and/or personal care, and as such may be at risk of suffering serious adverse effects. The Investigation Unit also gathers information about Office of the Public Guardian and Trustee clients and potential estate trustee clients.

TREATMENT DECISIONS UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2788
Toll Free 1-800-387-2127
Fax (416)314-2637
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

The Treatment Decisions Unit makes decisions about treatment and **long-term care** admissions under the Health Care Consent Act. It handles personal **guardian**ship cases under the Substitute Decisions Act. Most of these services are also provided at the regional offices across Ontario as noted above.

INTAKE UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-366-0335
Fax (416)314-2642
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 4:30 ♿

The Intake Unit opens all Office of The Public Guardian and Trustee Client files the Mental Health Act and Substitute Decisions Act. It maintains a registry of guardians.

PROPERTY GUARDIANSHIP SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2648
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 ♿

Property Guardianship Services Department delivers financial guardianship services to the Office of the Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992. Services are provided at the field offices.

HAMILTON OFFICE
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8300
Toll Free 1-800-891-0502
Fax (905)546-8301
8:30 - 5:00

LONDON OFFICE
3rd Flr, 401 Clarence St
London N6A 3M6
General Inquiry (519)660-3140
Toll Free 1-800-891-0504
Fax (519)660-3148
8:30 - 5:00

OTTAWA OFFICE
3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
General Inquiry (613)241-1202
Toll Free 1-800-891-0506
Fax (613)241-1567
8:30 - 5:00

SUDBURY OFFICE
Ontario Government Bldg
Suite 602, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3185
Toll Free 1-800-891-0503
Fax (705)564-3193
8:30 - 5:00

THUNDER BAY
Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7230
Toll Free 1-800-891-0503
Fax (807)343-7223
8:30 - 5:00

TORONTO OFFICE
Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2231 (Client Services)
Fax (416)314-2619 (Client Services)
8:30 - 5:00

ACCOUNTANT OF THE SUPERIOR COURT OF JUSTICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-8692
Fax (416)314-2481
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00

The Accountant of the Superior **Court** of Justice is responsible for funds, **mortgage**s and securities that are paid into court pursuant to judgements and orders of the court under various statutes on behalf of **minor**s and litigants.

LEGAL SERVICES - CHARITABLE PROPERTY

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-1963
Fax (416)326-1969 (Charities)
8:30 - 5:00

Legal Services - **Charitable** Property unit monitors the use of charitable property in Ontario and inquiries into **complaint**s about its misuse.

JUSTICE TECHNOLOGY SERVICES DIVISION

Suite 300, 21 College St
Toronto M5B 2B3
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Justice Technology Services Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General and Ministry of Community Safety and Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of Community Safety and Correctional Services section for a complete division listing.

LEGAL SERVICES DIVISION

McMurtry-Scott Bldg
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-0891
Fax (416)326-6996
8:30 - 5:00

The Legal Services Division is responsible for the provision of civil legal advice and representation to Ontario Government ministries and certain agencies, boards and commissions. The Division contains diverse practice groups. The largest - Seconded Legal Services (SLS) - is comprised of 22 legal branches in ministries across the Government. The remainder of the Division is made up of centralized offices including Crown Law Office - Civil and the Constitutional Law Branch, as well as the Civil Remedies for Illicit Activities Office and the Legal Services Program Support Branch.

CIVIL REMEDIES FOR ILLICIT ACTIVITIES OFFICE

77 Wellesley St W
PO Box 333
Toronto M7A 1N3
General Inquiry (416)212-0556
Fax (416)314-3714
9:00 - 5:00

Civil Remedies for Illicit Activities Office is responsible for the enforcement of civil remedies to address unlawful activities.

CONSTITUTIONAL LAW BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
Fax (416)326-4015
8:30 - 5:00

The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of **Rights** and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and

prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
Fax (416)326-4181
8:30 - 5:00

Crown Law Office - **Civil** is responsible for providing civil **litigation**, **aboriginal** litigation and advisory services to the government. The members of the advisory services group act as solicitors for the ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts. Counsel in the aboriginal group provide litigation and advisory services on a range of aboriginal issues including aboriginal title and rights claims.

LEGAL SERVICES PROGRAM SUPPORT BRANCH

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)325-0826
Fax (416)314-7926
8:30 - 5:00

The Legal Services Program Support Branch provides strategic support to the legal services branches in all ministries and a number of agencies, in achieving business goals and program initiatives. It provides direction in the areas of legal planning and coordination, communications, strategic operational and resource planning, technology development and support and workforce planning.

LAW LIBRARY

Main Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4566
Fax (416)326-4562
9:00 - 5:00

The Ministry of the Attorney General Law **Library** provides circulation, reference and inter-library loan services to ministry employees and maintains a collection of legal texts, journals, reporters and legislation to support the legal information needs of the ministry.

SECONDED LEGAL SERVICES BRANCHES

Seconded Legal Services Branches provide in-house legal advice and services to Ontario Government ministries and certain agencies, boards and commissions. These legal branches are located on-site with individual client ministries, with additional offices at some agencies, boards and commissions. The branches provide solicitor and counsel work in support of the very broad and varied range of programs and services provided by the Government.

WALKERTON LEGAL PROJECTS

Suite 301, 700 Bay St
PO Box 222
Toronto M5G 1Z6
General Inquiry (416)326-6689
Fax (416)212-0696
9:00 - 5:00

Legal Services Division's role for the Ministry is to coordinate representation for the province in its response to the tragic situation in Walkerton. The Division's duties include: coordinating all interministerial activity for the involved ministries and agencies, primarily the Document Management System and supporting the Settlement **Compensation** Plan.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:30 - 5:00

The **Legislative** Counsel office provides legislative drafting services to Ministers of the Crown, Members of the Legislature and applicants for private **bills**. It also provides drafting services for **regulations**. All public bills and many regulations have official **French** versions. The office prepares annual statute volumes and provides filing and publication of Ontario regulations. The office maintains Ontario's legislation databases (statutes, regulations and reference tables) and operates the **e-Laws** website.

ONTARIO VICTIM SERVICES SECRETARIAT

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Ontario **Victim** Services Secretariat (OVSS) provides leadership across the OPS in policy development, program design and frontline service delivery for victims of **crime**. It also integrates justice-related issues within a broad spectrum of social and economic matters. The OVSS also works with other divisions within the Ministry of the Attorney General, other ministries and with 235 community organizations to ensure that victim services are effective, coordinated and meet the diverse needs of victims in Ontario. It also has responsibility for the ministry's relationship with the Criminal Injuries Compensation Board and the Office for Victims of Crime.

CORPORATE SERVICES

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Corporate Services is responsible for business and fiscal planning, human resources and technology coordination for the Secretariat.

POLICY AND PROGRAM DEVELOPMENT BRANCH

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Policy and Program Development Branch is responsible for strategic planning and priority setting, leading policy development to address victimization, and for developing new programs to advance victim services in Ontario.

DOMESTIC VIOLENCE INITIATIVES

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Domestic Violence Initiatives is responsible for coordinating initiatives developed in response to recommendations of the May/Illes Coroner's jury and the Joint Committee on Domestic Violence.

PROGRAMS AND COMMUNITY DEVELOPMENT BRANCH

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Programs and Community Development Branch provides oversight and support to delivery of services for victims of crime across the province.

CENTRAL REGION OVSS OFFICE
Lower Level, 17070 Yonge St
Newmarket L3Y 8Z4
General Inquiry (905)853-4852
Fax (905)853-4863
8:30 - 5:00

DURHAM REGION VWAP
Oshawa Executive Ctr
Suite 520, 419 King St W
Oshawa L1J 2K5
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00

MUSKOKA VWAP
2nd Flr Suite 10, 29 Manitoba St
Bracebridge P1L 1S4
General Inquiry (705)645-3516
Fax (705)645-4090
8:30 - 5:00

PETERBOROUGH VWAP
Suite 205, 311 George St N
Peterborough K9J 3H3
General Inquiry (705)755-5150
Fax (705)755-5155
8:30 - 5:00

NORTHUMBERLAND SATELLITE VWAP
2 King St E
Cobourg K9A 1K7
General Inquiry (905)373-4023
Fax (905)372-1040
8:30 - 5:00

VICTORIA/HALIBURTON SATELLITE VWAP
440 Kent St W
Lindsay K9V 6H3
General Inquiry (705)324-1429
Fax (705)324-1421
8:30 - 5:00

SIMCOE COUNTY VWAP
5th Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00

YORK REGION VWAP
50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00

CENTRAL WEST REGION OVSS OFFICE
Ellen Fairclough Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7590
Fax (905)521-7450
8:30 - 5:00

BRAMPTON VWAP
5th Flr (Suite 100 mail only),
7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4797
Fax (905)456-4796
8:30 - 5:00

ORANGEVILLE SATELLITE VWAP
51 Zina St
Orangeville L9W 1E5
General Inquiry (519)941-7132
Toll Free 1-888-600-3769
Fax (519)941-9908
8:30 - 5:00

BRANTFORD VWAP
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-5725
Fax (519)752-7682
8:30 - 5:00

HALDIMAND - CAYUGA SATELLITE VWAP
10 Echo St
Cayuga N0A 1E0
General Inquiry (905)772-6129
Fax (519)428-3298
8:30 - 5:30

SIMCOE NORFOLK COUNTY SATELLITE VWAP
Justice Bldg
Hwy 3 W
PO Box 605
Simcoe N3Y 4N4
General Inquiry (519)428-1080
Fax (519)428-3298
8:30 - 5:00

GUELPH VWAP
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)837-6366
Fax (519)837-6371
8:30 - 5:30

HAMILTON VWAP
Suite 478, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5272
Fax (905)645-5271
8:30 - 5:00

KITCHENER VWAP
Suite 3033, 200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3351
Fax (519)741-3347
8:30 - 5:00

CAMBRIDGE SATELLITE VWAP
89 Main St
Cambridge N1R 1W1
General Inquiry (519)740-5991
Fax (519)623-2593
8:30 - 4:30

MILTON VWAP
Rm 235, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-6292
Fax (905)693-4203
8:30 - 5:00

ST CATHARINES VWAP
Rm 1020, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)685-2671
Fax (905)685-2673
8:30 - 5:00

WELLAND SATELLITE VWAP
102 East Main St
Welland L3B 3W6
General Inquiry (905)735-4326
Fax (905)735-4329
8:30 - 4:30

EAST REGION OVSS OFFICE
14th Flr Suite 1400, 150 Metcalfe St
Ottawa K2P 1P1
General Inquiry (613)239-0392
Fax (613)239-0691
8:30 - 5:00

KINGSTON REGIONAL SATELLITE
South Cottage, 14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 5:00

VWAP OFFICES

BELLEVILLE VWAP
Flr 2R, 15 Victoria St
Belleville K8N 1Z5
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 5:00

PICTON SATELLITE
2nd Flr, 172 Main St
Picton K0K 2T0
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 5:00

BROCKVILLE VWAP
41 Court House Sq
Brockville K6V 7N3
General Inquiry (613)341-2810
Fax (613)342-7039
8:30 - 5:00

CORNWALL VWAP
216 - 218 Pitt St
Cornwall K6J 3P8
General Inquiry (613)933-7744
Fax (613)933-6778
8:30 - 5:00

KINGSTON VWAP
279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6213
Fax (613)548-6207
8:30 - 5:00

NAPANEE SATELLITE
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-6279
Fax (613)548-6207
8:30 - 4:30

L'ORIGNAL VWAP
14 Court St
PO Box 300
L'Orignal K0B 1K0
General Inquiry (613)675-1991
Fax (613)675-2772
8:30 - 5:00

OTTAWA VWAP
Rm 1004, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1229
Fax (613)239-1473
8:30 - 5:00

PEMBROKE VWAP
Suite 302, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2035
Fax (613)732-1491
8:30 - 5:00

PERTH VWAP
43 Drummond St E
PO Box 1400
Perth K7H 1G1
General Inquiry (613)264-8387
Fax (613)264-9014
8:30 - 5:00

NORTH REGION OVSS OFFICE
Suite 505, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7370
Fax (705)564-7268
8:30 - 5:00

KENORA REGIONAL SATELLITE
Rm 106, 810 Robertson St
Kenora P9N 4J5
General Inquiry (807)468-2891
Fax (807)468-2892
8:30 - 5:30

THUNDER BAY REGIONAL SATELLITE
Suite 200, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7676
Fax (807)345-0107
8:30 - 4:30

VWAP OFFICES

KENORA VWAP
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2839
Fax (807)468-2888
8:30 - 5:00

DRYDEN SATELLITE VWAP
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-7310
Fax (807)223-7332
8:30 - 5:00

FORT FRANCES SATELLITE VWAP
283 Church St
Fort Frances P9A 1C7
General Inquiry (807)274-3331
Fax (807)274-4471
8:30 - 5:30

NORTH BAY VWAP
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8339
Fax (705)495-8336
8:30 - 5:00

HAILEYBURY SATELLITE VWAP
393 Main St
PO Box 907
Haileybury P0J 1K0
General Inquiry (705)672-4050
Fax (705)672-4052
8:30 - 5:30

SAULT STE MARIE VWAP
Suite 204, 123 March St
Sault Ste Marie P6A 2Z5
General Inquiry (705)946-6567
Fax (705)946-6566
8:30 - 5:00

SUDBURY VWAP
Suite 206, 144 Pine St
Sudbury P3C 1X3
General Inquiry (705)564-7694
Fax (705)564-7987
8:30 - 5:00

GORE BAY SATELLITE VWAP
Suite 2, 35 Meredith St
Gore Bay P0P 1H0
General Inquiry (705)282-1923
Fax (705)282-1922
8:30 - 5:00

THUNDER BAY VWAP
2nd Flr, 1805 East Arthur St
Thunder Bay P7E 2R6
General Inquiry (807)625-1627
Fax (807)622-1826
8:30 - 5:00

TIMMINS VWAP
Suite 129, 38 Pine St - the 101 Mall
Timmins P4N 6K6
General Inquiry (705)360-1905
Fax (705)360-1565
8:30 - 5:30

KAPUSKASING SATELLITE VWAP
Suite 38, 25 Brunettville Rd
Kapuskasing P5N 2E9
General Inquiry (705)337-4330
Fax (705)337-4333
8:30 - 5:30

TORONTO REGION OVSS OFFICE
3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)212-1310
Fax (416)212-1311
8:30 - 5:00

TORONTO - 361 UNIVERSITY VWAP
Rm 170, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5946
Fax (416)327-6373
8:30 - 5:00

TORONTO - COLLEGE PARK VWAP
Rm 281, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 5:00

TORONTO - CROWN LAW - CRIMINAL VWAP
10th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)325-1668
Fax (416)212-6771
8:30 - 5:00

TORONTO - ETOBICOKE VWAP
Rm 302, 2201 Finch Ave W
Toronto M9M 2Y9
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 5:00

TORONTO - NORTH YORK VWAP
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0009
Fax (416)314-0573
8:30 - 5:00

TORONTO - OLD CITY HALL VWAP
Rm 370, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 5:00

311 JARVIS STREET SATELLITE VWAP
311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)212-1452
Fax (416)212-1453
8:30 - 5:00

TORONTO - SCARBOROUGH VWAP
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 5:00

WEST REGION OVSS OFFICE
900 Highbury Ave
London N5Y 1A4
General Inquiry (519)453-8973
Fax (519)453-4566
8:30 - 5:00

CHATHAM VWAP
Municipality of Chatham Kent Courthouse
Suite 325, 425 Grand Ave W
Chatham N7M 6M9
General Inquiry (519)355-2216
Fax (519)355-2217
8:30 - 5:00

LONDON VWAP
Ground Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3041
Fax (519)660-2299
8:30 - 5:00

ST THOMAS SATELLITE VWAP
30 St Catharine St
PO Box 310 Stn Main
St Thomas N5P 3T9
General Inquiry (519)633-1920
Toll Free 1-866-633-1920
Fax (519)633-2311
8:30 - 4:30

WOODSTOCK SATELLITE VWAP
75 Graham St
Woodstock N4S 6J8
General Inquiry (519)421-3903
Toll Free 1-800-799-1996
Fax (519)421-3505
8:30 - 4:30

OWEN SOUND VWAP
611 - 9th Ave E
Owen Sound N6K 6Z4
General Inquiry (519)376-8927
Toll Free 1-866-259-4823
Fax (519)376-0865
8:30 - 5:00

WALKERTON SATELLITE VWAP
2nd Flr, 215 Cayley St
PO Box 1529
Walkerton N0G 2V0
General Inquiry (519)881-3882
Toll Free 1-866-994-9904
Fax (519)881-1597
8:30 - 5:00

SARNIA VWAP
Suite 101 B, 700 North Christina St
Sarnia N7V 3C2
General Inquiry (519)337-1766
Toll Free 1-866-383-7770
Fax (519)337-3620
8:30 - 5:00

STRATFORD VWAP
5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-5221
Toll Free 1-888-915-1400
Fax (519)271-8557
8:30 - 5:00

GODERICH SATELLITE VWAP
3rd Flr, 1 Courthouse Sq
Goderich N7A 1M2
General Inquiry (519)524-4085

WINDSOR VWAP
Level 5, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-2897
Fax (519)254-2816
8:30 - 5:00

POLICY DIVISION

McMurtry-Scott Bldg
7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The Policy Division provides justice policy and corporate policy support services to the ministry. It develops policy initiatives and provides support and expertise to other divisions within the ministry. It serves as the main liaison with Cabinet Office. The branch is responsible for developing legislation and regulations, and provides advice and support through the legislative process, policy research and analysis. It also takes the lead in the identification of policy issues and options, drafting of policy submissions for Cabinet, advice on the Cabinet process, coordination of policy issues relating to four self-governing professions; oversight of Aboriginal Justice programs and issues; and provision of executive leadership for key ministry projects. It manages Federal/Provincial/ Territorial meetings and provides strategic advice and support to the Deputy and Minister at meetings.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manage the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

SPECIAL INVESTIGATIONS UNIT

5090 Commerce Blvd
Mississauga L4W 5M4
General Inquiry (416)622-0748
(416)641-1879 (Shift Supervisor - Available between 1700 - 2200 hrs)
Toll Free 1-800-787-8529
Fax (416)622-2455
www.siu.on.ca
9:00 - 5:00

The Special **Investigation**s Unit is a civilian agency that investigates circumstances involving **police** and civilians which have resulted in serious injury, sexual **assault** or death. Under Part VII, Section 113 of the Police Services Act, the Director of the SIU has the sole authority to decide whether or not charges are warranted based on the findings of a complete investigation. The Director's decisions are reported to the Attorney General.

AGENCIES, BOARDS AND COMMISSIONS

ASSESSMENT REVIEW BOARD

Eaton Tower
29th Flr, 250 Yonge St
Toronto M5B 2L7
General Inquiry (416)314-6900
Toll Free 1-800-263-3237
Fax (416)314-3717
Toll Free Fax 1-877-849-2066
www.arb.gov.on.ca
8:30 - 5:00 ♿

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaints** against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for **school board** taxation, and applications and **appeals** respecting municipal taxation.

Services offered to the Public:
Assessment Review

CRIMINAL INJURIES COMPENSATION BOARD

4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2919
Fax (416)326-2883
8:30 - 5:00 ♿

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.

Services offered to the Public:
Criminal Injuries Compensation Board

HUMAN RIGHTS TRIBUNAL OF ONTARIO

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-0004
TTY (416)314-2379 (TTY/TDD)
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168 (TTY/TDD Toll Free)
Fax (416)314-8743
www.hrto.ca
9:00 - 5:00 ♿

The **Human Rights** Tribunal of Ontario is a tribunal established by the Human Rights Code to conduct **hearings** and decide complaints of discrimination, harassment and reprisal. The Ontario Human Rights Commission refers complaints to the Tribunal. The Tribunal also establishes **mediation** and alternative dispute resolution processes to assist the parties in resolving the dispute or narrowing the issues between them.

Services offered to the Public:
Human Rights Tribunal of Ontario

JUDICIAL APPOINTMENTS ADVISORY COMMITTEE

McMurtry-Scott Bldg
3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4060
Fax (416)212-7316
8:30 - 4:30

The **Judicial Appointment**s Advisory Committee was established under the Courts of Justice Act as an independent body to recommend to the Attorney General, candidates for appointment as Judges to the bench of the Ontario Court of Justice. There are 13 members on the Committee, 3 representing the Judiciary, 3 representing the legal community and 7 lay members are appointed by the Attorney General. The Judicial Appointments Advisory Committee is required to provide the legislature with an annual report.

OFFICE FOR VICTIMS OF CRIME

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:15 - 5:00

The Office for Victims of Crime is an advisory agency which provides advice to government on legislation, policy and practices relevant to victims of crime.

ONTARIO HUMAN RIGHTS COMMISSION

Dundas/Edward Ctr
7th Flr, 180 Dundas St W
Toronto M7A 2R9
(416)314-4500 (General Inquiries - Other Than Complaints)
(416)314-4532 (Media Inquiries)
(416)326-9511 (Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
(416)314-0733 (General Inquiries - Other Than Complaints)
TTY (416)314-6526 (TTY/TDD Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
TTY Toll Free 1-800-308-5561 (TTY/TDD Complaints, Referrals, General Inquiries)
Fax (416)314-4494 (General Inquiries - other than complaints)
Fax (416)326-9520 (Complaints, Referrals, General Inquiries)
Fax (416)314-4533 (Media Inquiries)
www.ohrc.on.ca
8:30 - 5:00

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and accommodation without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation, **mediation** and conciliation of **complaint**s and enforcement; **public education**, consultation and policy development with

employers, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, research into patterns of discrimination.

Services offered to the Public:
Ontario Human Rights Commission (Policy and Education Branch)
Ontario Human Rights Inquiries

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Toll Free 1-866-887-8820
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00

The Ontario Municipal Board is a quasi-judicial **appeal**s tribunal. It holds public hearings throughout Ontario for appeals against decisions made generally by local councils on **land use planning** matters, including **official plans**, **zoning by-laws**, **plans of subdivision**, **expropriation** matters, **development charges** and **aggregate** resources. The Board is affected by approximately 100 statutes and more than 80 private statutes. Time frames to appeal are set out in various statutes identifying the OMB as the appeals tribunal.

Services offered to the Public:
Ontario Municipal Board Information Office

ADMINISTRATION

15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Toll Free 1-866-887-8820
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00

The Administration unit of the Ontario **Municipal** Board and Board of Negotiation undertakes case management of all files that are submitted. The Board's Planners contact all parties involved in a matter before the Board in order to identify the issues, narrow their scope and move the case forward to resolution. The Board provides information to the public in English and French on matters before the Ontario Municipal Board such as: date and location of scheduled **hearings**, how **appeal**s are launched, and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and certification of Board documents. Clients can request to view an OMB file(s). Photocopies are available at a nominal charge.

Services offered to the Public:
Ontario Municipal Board Information Office

BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-4700
Toll Free 1-866-887-8820
Fax (416)327-0716
www.bon.gov.on.ca
8:30 - 5:00

The Board of Negotiation (BON) serves as an informal tribunal that negotiates compensation settlements in **expropriation** cases. The BON becomes involved only after alternative avenues for resolving the issues have not succeeded. Meetings with expropriated parties and the authorities are arranged throughout Ontario at no cost to either party. The BON reviews all written documentation and considers the submissions from the parties. Through mediation, the BON attempts to bring the parties to an agreement on the appropriate compensation for the specific case.

ACTS

Absconding Debtors Act
Absentees Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitration Act, 1991
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commercial Tenancies Act
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Declarations of Death Act, 2002
Disorderly Houses Act
Dog Owners' Liability Act
Domestic Violence Protection Act, 2000
Donation of Food Act, 1994
Dower and Miscellaneous Abolition Act, 1980

Electronic Commerce Act, 2000
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Executive Council Act
Expropriations Act
Family Law Act
Family Responsibility and Support Arrears Enforcement Act, 1996
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Good Samaritan Act, 2001
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
Interjurisdictional Support Orders Act, 2002
Interjurisdictional Support Orders Act, 2002
International Commercial Arbitration Act
International Interests in Mobile Equipment Act (Aircraft Equipment), 2002
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Law Society Act
Legal Aid Services Act, 1998
Libel and Slander Act
Lieutenant Governor Act
Limitations Act
Limitations Act, 2002
Members Integrity Act, 1994
Mercantile Law Amendment Act
Ministry of the Attorney General Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ombudsman Act
Ontario Association of former Parliamentarians Act, 2000
Ontario Law Reform Commission Act
Ontario Lottery and Gaming Corporation Act, 1999
Ontario Municipal Board Act
Parental Responsibility Act, 2000
Partition Act
Pawnbrokers Act
Perpetuities Act
Police Services Act, section 113
Powers of Attorney Act
Proceedings Against the Crown Act

Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Inquiries Act
Public Officers Act
Real Property Limitations Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Regulations Act
Religious Freedom Act
Religious Organizations' Lands Act
Remedies for Organized Crime and Other Unlawful Activities Act, 2001
Rescuing Children from Sexual Exploitation Act, 2002, parts III and IV except elements of section 31
Revised Statutes Confirmation and Corrections Act, 1993
Safe Streets Act 1999
Sale of Goods Act
Settled Estates Act
Settlement of International Investment Disputes Act, 1999
Short Forms of Leases Act
Solicitors Act
Statute and Regulation Revision Act, 1998
Statute of Frauds
Statutes Act
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Victims' Bill of Rights, 1995
Victims' Right to Proceeds of Crime Act, 1994
Wages Act
Warehouse Receipts Act

MINISTRY OF CHILDREN AND YOUTH SERVICES

14th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)212-7432
www.children.gov.on.ca

The Ministry of Children and Youth Services establishes the framework for children and youth age 0 to 18. Programs are designed to deliver positive outcomes for Ontario's young people. The ministry is developing a seamless, integrated system of services to better serve children, youth and their families. Ministry of Children and Youth Services' programs include: Best Start; Healthy Babies, Healthy Children; Infant Hearing; Preschool Speech and Language; Child Care; Early Child Development and Parenting Programs; Services for children with special needs; Children's Treatment Centres; Children's mental health programs; Adoption Services; Child Protection; Office of Child and Family Service Advocacy; and Youth Justice Services (probation and custody for youth 12 to 17 years of age).

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

14th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)325-5151
TTY (416)212-7072
Fax (416)327-0478

The Communications and Marketing Branch establishes communications policies for the ministry and develops communications strategies to ensure that the public and people who rely on the ministry's support are aware of major program and policy initiatives. Responsibilities include liaison with the media, creative services, translation, production and distribution of information products, issues coordination, web design and support, correspondence management and coordinating responses to Freedom of Information and Protection of Privacy requests.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)326-2567

The Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:45 - 5:00

Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to both the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Lawyers in the Branch provide legal opinions and advice to the ministers and ministry staff with respect to issues arising from the administration of the legislation and programs for which

each ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent both ministries before courts and tribunals.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY

5th Flr Suite 503, 250 Davisville Ave
Toronto M7A 1G2
General Inquiry (416)325-5669
TTY (416)325-2648
Toll Free 1-800-263-2841
Fax (416)325-5681
8:30 - 5:00

The Office of Child and **Family** Service Advocacy (Advocacy Office) protects the rights and interests of children, **youth** and families receiving or seeking services provided by the Ministry of Children and Youth Services and the Ministry of Education (Provincial and Demonstration Schools). Advocacy officers mediate complaints; negotiate with service providers, government officials, and the community; identify systemic problems affecting youth; and advises ministries of gaps in service delivery.

ONTARIO INTERNAL AUDIT

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377

Ontario Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk, management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

BUSINESS PLANNING AND CORPORATE SERVICES

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

Business Planning and Corporate Services Division provides corporate direction and support to the Ministry of Community and Social Services and Children and Youth Services in the areas of: financial planning, analysis and controllership, corporate policy and intergovernmental affairs, human resources planning and management and capital planning and accommodation services. The Division consists of five branches: Financial Planning and Business Management; Corporate Policy and Intergovernmental Affairs, Emergency Management, Human Resources and Capital and Accommodation Services. The Internal Audit Services Branch also reports administratively to the ADM, BPCSD. The Division is also the ministries' point of contact with the Ministry of Finance including Ontario Internal Audit and Treasury Board Office, the Ministry of Public Infrastructure and Renewal, Ministry of Government Services including the Centre for Leadership and Human Resources Management, and the Ontario Realty Corporation.

CAPITAL AND ACCOMMODATION SERVICES BRANCH

30th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4575
Fax (416)327-0554
8:30 - 5:00

The Capital and Accommodation Services Branch enables and supports the ministry and its agencies to meet policy, program and business objectives. The Branch is responsible for strategic planning, and project and financial management regarding: office accommodation (corporate and field); transfer payment and directly operated facilities infrastructure; and liaising with the Ministry of Public Infrastructure and Renewal and the Ontario Realty Corporation.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397

The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the ministry for cross-ministry policy coordination and federal/provincial/territorial relations.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397

The Corporate Policy Unit coordinates policy initiatives that have cross-ministry scope and impact, and provides corporate leadership on governance initiatives.

FRENCH LANGUAGE SERVICES

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The primary role of the French Language Services Unit is to provide advice to the ministry on issues related to French language services and to ensure compliance with the FLS Act through the monitoring of management practices. The French Language Services Unit guarantees members of the public the right to communicate with and receive available services in French from all Ontario Government offices located in or serving the 23 designated areas of the province, as well as Agencies, Boards and Commissions of the government.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397

The Intergovernmental Affairs Unit coordinates social policy issues that cut across federal, provincial and territorial jurisdictions. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397

The Policy Coordination Unit acts as the ongoing liaison between the Ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

EMERGENCY MANAGEMENT

30th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4755

Emergency Management leads the development and implementation of the Emergency Management Program and assists corporate branches, regional offices, facilities and the Cluster in their emergency management functions.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning including capital; providing financial management services to ministry branches; coordinating better business practices; establishing standards in the area of controllership, risk management, and service management; coordinating business planning for the ministry and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825

The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget package and delegation of financial authority framework.

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)326-8168

The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Offices regarding effective application of controllership and risk management; develops and implements financial policies; and provides service management liaison between the ministry and the Ontario Shared Services.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Financial Reporting Unit manages the in-year reporting and monitoring of the ministry's financial position. This includes forecasting, budgeting control, Federal/Provincial cost-sharing administration and capital.

MCSS BUSINESS PLANNING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The MCSS Business Planning Unit provides comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Management Board Secretariat.

MCYS BUSINESS PLANNING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The MCYS Business Planning Unit partners the annual Results-based Planning process and estimates process, multi-year financial planning, along with providing comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Ministry of Government Services.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Human Resources Branch supports the implementation of ministry initiatives, core businesses and policy priorities by providing senior management, corporate and regional offices with comprehensive human resources advice, policy direction, strategic planning, and interpretation of

collective agreements and related legislation. Human Resource services include: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organizational Design; Employee Classification, Pay and Benefits; Workplace Discrimination and Harassment Prevention (WDHP); Health and Safety and Labour Relations.

CHILDREN, YOUTH AND SOCIAL SERVICES I&IT CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Children, Youth and Social Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community and Social Services, the Ministry of Children and Youth Services and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

POLICY DEVELOPMENT AND PROGRAM DESIGN

14th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-4865
Fax (416)314-1862
8:30 - 5:00

The Policy Development and Program Design Division is responsible for developing and implementing policy and program design that support services for Children and Youth in Ontario.

CHILD WELFARE SECRETARIAT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)314-9462
Fax (416)326-8098
8:30 - 5:00

Child Welfare Secretariat is a time-limited branch established to develop policy framework for reform of child welfare system.

CHILDREN AND YOUTH AT RISK

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

The Children and Youth at Risk Branch provides policy support on issues related to child welfare, children's mental health, aboriginal children and youth, youth justice, residential services as well as providing support for the Early Years Challenge Fund and the ministry's partnership strategy.

SPECIALIZED SERVICES AND SUPPORTS BRANCH

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M5S 3A9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

The Specialized Services and Supports Branch is responsible for Policy/Program development in the areas of **autism**, developmental services for **children**, children's rehabilitation services, respite and assistance for children with severe **disabilities**.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432

The Program Management Division (PMD) is responsible for managing the delivery of all ministry programs and services throughout the province. PMD consists of: Management Support Branch (MSB); Performance Management Branch (PMB); Regional Offices; and Social Assistance and Municipal Operations Branch (SAMO). The nine regional offices are responsible for the direct delivery of some ministry programs, and provide a management role for those services delivered locally by municipalities and transfer payment agencies. Regional Offices are also accountable for three Schedule 1 Facilities for people with disabilities, and two facilities for children with multiple, complex high needs.

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
Fax (416)212-1499
8:30 - 5:00

Management Support Branch is a corporate office for Program Management Division designed to facilitate and support critical management and delivery functions. The branch provides a range of delivery and operational support services to Integrated Children's Programs and Community/ Developmental Services programs.

ADOPTION DISCLOSURE AND REGISTER

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-6867
8:30 - 5:00

The **Adoption** Disclosure and Register provides a register for adult adoptees who were adopted in Ontario, and for their birth parents and birth relatives (siblings and grandparents) who wish to contact one another. The section also conducts searches upon request from the adult adoptee in order to locate specific birth relatives. Searches are given priority for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867
8:30 - 5:00

Chaplaincy Services Ontario, in consultation with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministries of Community and Social Services, Ministry of Children and Y outh Services, Ministry of Community Safety and Correctional Services, Ministry of Health and Long-Term Care.

CHILD ABUSE REGISTER

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 5:00

The **Child Abuse** Register Section protects the best interests of the children by maintaining records of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)327-4634
General Inquiry (416)327-4673
Toll Free 1-888-728-8823
Fax (416)327-4379

The **Child** and **Family** Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSA), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a school board. The board operates independently.

CHILD WELFARE REVIEW UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4669
Fax (416)326-5359
8:30 - 5:00

The Child **Welfare** Review Unit is responsible for conducting annual file reviews to ensure the well being of children in the care of, or being served by Children's Aid Societies in the Province.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)327-4634
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558

The **Custody** Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates independently.

DEVELOPMENTAL SERVICES/COMMUNITY PROGRAMS

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00

The Developmental Services/Community Programs unit provides a range of delivery and operational support services to programs such as Violence Against Women, Supportive Housing, Developmental Services, Adoption Disclosure.

INTEGRATED SERVICES FOR CHILDREN'S UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)212-1499
8:30 - 5:00

The Integration Services for Children's Unit provides a range of delivery and operational support services for children's programs such as Private and International Adoptions, Child Abuse Register, Children with Special Needs, Children's Mental Health, Young Offenders, Child Welfare Reviews, and Board Administration.

PRIVATE AND INTERNATIONAL ADOPTION

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4742
Fax (416)212-6799
8:30 - 5:00

The Private and International **Adoption**s section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

PERFORMANCE MANAGEMENT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

Performance Management Branch provides executive support to the Assistant Deputy Minister and leadership to continuous business improvement, monitors and evaluates program and business performance, and supports enhancements in interdivisional working relationships. The branch operates in tandem with Management Support Branch (MSB) and Social Assistance and Municipal Operations Branch (SAMO) to provide appropriate supports, tools and best practices to regional offices.

BUSINESS SERVICES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

The Business Services Unit provides Program Management Division's senior management with financial and administrative planning and strategic analysis for resource management. The unit monitors, evaluates and reports on divisional financial and administrative performance in meeting the division's business objectives.

CHILD WELFARE UNIT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)212-3454
Fax (416)326-8098

The **Child** Welfare Unit provides leadership for the development of strategies to support the ministry in effectively managing the business and fiscal challenges in the Child Welfare Program sector.

DIVISIONAL SUPPORTS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

The Quality Assurance and Organizational Development Unit provides a range of executive support services to the Assistant Deputy Minister and senior management groups within the division. The unit provides senior decision-makers with timely, accurate and consistent information on the division's performance, while facilitating training and research to support effective regional business practices. The unit is composed of three functional teams: Divisional Learning and Training, Organizational Development and Information Management.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900

CENTRAL EAST REGION - NEWMARKET

COMMUNITY PROGRAMS AND SERVICES UNIT
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900

CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA
Suite 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
French Phone (905)567-7177x232
Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
Toll Free 1-877-832-2818 (Main)
Fax (905)567-3215 (Regional Director,Business Unit,Finance,ODSP,Community Programs, ACSD)
Fax (905)567-3216 (Licensing - Child Care Facilities, Group Homes, Foster Homes)
Fax (905)567-3218 (Human Resources)
Fax 1-877-708-2895 (Serious Occurrence Reporting)

SPECIAL SERVICES AT HOME - (ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES)
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (905)567-7177

THISTLETOWN REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS
Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078

EASTERN REGIONAL OFFICE - OTTAWA
10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Toll Free 1-800-267-5111
Fax (613)787-5252 (7th Flr)
Fax (613)787-4090 (6th Flr)

COMMUNITY SERVICES (C.S.)

2nd Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188

Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are children in need of protection, young offenders, children and adults with developmental disabilities and children

requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and Homelessness and Family Violence Programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/
SPECIAL SERVICES AT HOME
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
(613)787-4064 (Special Services At Home)
(613)788-2399 (Assistance for Children with Severe Disabilities)
Toll Free 1-800-565-5374x354 (Cornwall)
Toll Free 1-800-267-5111 (Ottawa)
Fax (613)787-5284

PROGRAM SUPPORT UNIT

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-4248
Fax (613)787-5283

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
TTY (905)546-8276
Fax (905)521-7442 (Information Technology Unit)
Fax (905)521-7736 (Human Resources Unit)
Fax (905)546-8247 (Municipal and First Nations Services)
Fax (905)546-8247 (Community Programs Unit)
Fax (905)546-8277 (Regional Director's Office)
Fax (905)521-7442 (Business Services Unit)
Fax (905)521-7684 (Best Start/Early Years)
8:30 - 5:00

HAMILTON, COMMUNITY PROGRAMS UNIT

Ellen Fairclough Bldg
7th Flr, 119 King St W
Hamilton L8P 4Y7
(905)521-7456 (SSAH/ACSD)
Toll Free 1-800-561-0568
Fax (905)546-8247
8:30 - 5:00

ST CATHARINES, COMMUNITY PROGRAMS
Mezzanine, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3209
Toll Free 1-800-281-0441
Fax (905)704-3070
8:30 - 5:00

HAMILTON, MUNICIPAL AND FIRST NATIONS SERVICES
Ellen Fairclough Bldg
7th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7286
Fax (905)546-8277
8:30 - 5:00 ♿

NORTH EAST REGIONAL OFFICE - REGIONAL DIRECTOR'S UNIT
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5044 (HR Unit)
Fax (705)474-5815 (Regional Director & FIPPA.)
Fax (705)474-5446 (Administration Services, Municipal Services, Planning & Child Care.)
Fax (705)474-3825 (Community Programs & Business Services) ♿

COMMUNITY PROGRAMS UNIT

621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825 (Program Unit)

Community Programs provides **Children**'s Services, Developmental Services, Violence Against Women Programs, Special Services at Home and Assistance for Children with Severe Disabilities.

LOCAL OFFICE-TIMMINS
Ontario Government Complex
Hwy 101 East
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1724 (Administration Services)
Fax (705)235-1778 (Ontario Disability Support Program)
Fax (705)235-1705 (Community Programs and Program Review)

NORTHERN REGIONAL OFFICE - SUDBURY
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-263-3347 (Northern Bursary Program)
Toll Free 1-800-265-1222
Fax (705)564-3099 ♿

SOUTH EAST REGIONAL OFFICE - KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Toll Free 1-800-646-3209
Fax (613)536-7272 (General)
Fax (613)536-7300 (Regional Director's Office)

PROGRAM COMPLIANCE AND REVIEW
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539

SOUTH WEST REGIONAL OFFICE - LONDON
2nd Flr Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (Regional Director/Business Unit)
8:30 - 5:00

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
8:30 - 5:00

OFFICES

LONDON
Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (416)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9461 (CSU)
Fax (519)471-9664 (ORFUS)
Fax (519)438-7702 (Municipal/First Nations)
Fax (519)438-7703 (Human Resources)
Fax (519)672-4683 (ODSP)
Fax (519)672-9510 (Regional Director/Business Unit)
Fax 1-866-226-6989 (SSAH Toll Free)
Fax (519)438-3014 (Seriuos Occurence)
8:30 - 5:00

OWEN SOUND
1400 First Ave W
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
TTY (519)376-3307
Fax (519)376-4254 (CSU)
Toll Free Fax 1-800-265-3790
8:30 - 5:00

WINDSOR
270 Erie St E
1810 Stn A
Windsor N9A 7E3
General Inquiry (519)254-1651
TTY (519)254-4850
Toll Free 1-800-387-7327
Fax (519)254-1917 (HR)
Fax (519)255-1152
8:30 - 5:00

TORONTO REGION
3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0500
(416)325-0538 (Regional Director's Office)
TTY (416)325-3600
Fax (416)325-0541 (Regional Director's Office)
8:30 - 5:00

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00

Compliance Review Services inspects and licenses all **child care** centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.

CHILDREN'S SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)212-6485
(416)325-0576 (Program Manager)
Fax (416)325-5735
8:30 - 5:00

Children's Services Unit programs are delivered by transfer payment agencies and include **young offender** services (ages 12 to 15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.

HUMAN RESOURCES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00

The Human Resources Unit determines the future staffing needs of the region and ensure that recruitment, retention, learning and training are in place to support the work of the region.

MUNICIPAL SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0586
(416)326-0412 (Program Manager)
Fax (416)325-0613
8:30 - 5:00

The Municipal Services Unit oversees social services delivered by the City of Toronto such as Ontario Works, hostels and child care. Transfer-payment agencies provide Violence Against Women programs and Best Start Centres.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-9640
8:30 - 5:00

The Special Services at Home (SSAH) program provides funding for disabled **children** or adults living at home. Assistance for Children with Severe **Disabilities** (ACSD) provides financial assistance for disabled children living at home.

STRATEGIC POLICY AND PLANNING

14th Flr, 56 Wellesley St
Toronto M5S 2S3
General Inquiry (416)327-9460
Fax (416)314-1862

The Strategic Policy and Planning Division is responsible for providing leadership on cross-cutting strategic policy and planning, including the development of a multi-year strategic policy framework to support the government's children and youth agenda, as well, it provides leadership on strategic initiatives such as the governments Best Start Plan. It is also responsible for research, program evaluation and outcome measurement.

EARLY YEARS PROGRAMS

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)327-4865
Fax (416)327-0570
8:30 - 5:00

The Early Years Programs Branch provides integrated policy direction and program planning for programs and services that support the healthy development of children, foster early learning and promotes readiness to learn. Programs include Healthy Babies Healthy Children, **Child Care**, Early Years Initiatives, Preschool Speech and **Language** (PSL), Infant Hearing, Infant Development and related initiatives.

YOUTH JUSTICE SERVICES

14th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-3502
Fax (416)327-0478
8:30 - 5:00

The Ministry of Children and **Youth** Services provides Youth Justice Services to youth, aged 12 to 17 at the time of their offence, who are charged with or convicted of criminal or provincial offences.

BUSINESS TRANSFORMATION

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)327-0036
Fax (416)327-2418
8:30 - 5:00

The Business Transformation unit is responsible for managing the implementation and integration of a number of business transformation projects currently underway in **Youth** Justice Services.

COMMUNITY DEVELOPMENT AND PARTNERSHIPS

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)212-6298
Fax (416)327-2418
8:30 - 5:00

Community Development and Partnerships Branch was developed to provide leadership to Youth Justice Services Division's shift in emphasis from custody to community-based interventions, to promote the integration of youth in conflict with the law into their communities and build capacity of communities to address issues of youth crime.

ALTERNATIVES TO CUSTODY

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)289-7848
Fax (416)327-2418
8:30 - 5:00

The Alternatives to Custody unit provides leadership to the development of programmes with the community, regionally and corporately. These programmes respond to evidence-based practice and the identified needs of youth in conflict with the law and their communities.

EDUCATIONAL PROGRAMS

c/o Ontario Correctional Institute
109 McLaughlin Rd S
PO Box 1888
Brampton L6V 2P1
General Inquiry (416)289-7848
Fax (416)327-2418
8:15 - 4:30

The Educational Programs unit provides leadership to youth justice services in the area of prevention of youth crime through strengthening our working relationship with Education, school

boards, education programmes. The unit oversees and develops programmes that respond to the educational needs of youth in system, including Section 20 schools.

MENTAL HEALTH AND SPECIALIZED PROGRAMS

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)289-7848
Fax (416)327-2418
8:30 - 5:00

The Mental Health and Specialized Programs unit provides leadership to strengthen integration of youth justice services with other parts of the child and youth sector, including child welfare and children's mental health, to enable system of mental health supports to be seamless and responsive to children and youth.

QUALITY ASSURANCE

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)289-7848
Fax (416)327-2418
8:30 - 5:00

The Quality Assurance unit contributes to youth justice services by working with community stakeholders and others to build a shared commitment to service excellence. The unit establishes and regularly reviews program expectations, desired outcome measures and accountability requirements.

INTEGRATION

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)314-6598
Fax (416)327-2418
8:30 - 5:00

The Integration Unit has the lead responsibility for the integration of the two historic youth justice services streams with oversight of the transition to a single dedicated youth justice service distinct from adult services.

OPERATIONAL SUPPORT

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)212-6298
Fax (416)327-2418
8:30 - 5:00

Operational Support develops strategies pertaining to the Youth Criminal Justice Act and the Ministry of Correctional Services Act. It also develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with principles of relevant legislation.

ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
Suite 101, 177 Judson St
Toronto M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
8:00 - 5:00

Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's young persons' secure detention/**custody** system throughout the Province of Ontario.

DIVISION CONTROLLER

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)327-6549
Fax (416)327-2418
8:30 - 5:00

The Division Controller's office has central divisional responsibility for controllership functions/ elements, and overall review and monitoring of divisional financial performance and budgets. The Division Controller's office is a resource for the division's business and financial concerns, financial training, provides advice and support to the Assistant Deputy Minister's office, the corporate and regional directors, managers, and financial staff across the province.

YOUTH JUSTICE OPERATIONAL POLICY, STANDARDS AND PROGRAM DEVELOPMENT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3389
8:30 - 5:00

Youth Justice Operational Policy, Standards and Program Development develops strategies pertaining to the Youth Criminal Justice Act and the Child and Family Services Act. It also develops and implements policies and programs to ensure that services delivered to young persons in care of the ministry are consistent with principles of relevant legislation.

YOUTH JUSTICE PROJECTS

6th Flr, 800 Bay St
Toronto M5S 3A9
General Inquiry (416)212-6297
Fax (416)327-2418
8:30 - 5:00

Youth Justice Projects is responsible for the corporate resources disentanglement of youth justice services from the Ministry of Community Safety and Correctional Services and transfer to the Ministry of Children and Youth Services to support the government initiative of creating a new Children's Ministry.

PROBATION OFFICES

AJAX
Unit 12, 235 Bayly St W
Ajax L1S 3K3
General Inquiry (905)683-1250
Toll Free 1-866-227-6144
Fax (905)683-6521
8:30 - 5:00

BARRIE
Suite 2, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
Fax (705)737-2472
8:30 - 5:00

BELLEVILLE
Suite 104, 121 Dundas St E
Belleville K8N 1C3
General Inquiry (613)967-2011
Toll Free 1-800-465-5791
Fax (613)967-2009
8:30 - 5:00

BRAMPTON
Suite 500, 201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)456-3430
Fax (905)874-4016
8:00 - 5:00

BRANTFORD
3rd Flr Suite 302, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Toll Free 1-800-729-2228
Fax (519)756-2320
8:30 - 5:00

BROCKVILLE
Suite 2, 2211 Parkedale Ave
Brockville K6V 6B2
General Inquiry (613)498-1427
Toll Free 1-866-353-7345
Fax (613)498-1060
8:15 - 4:30

CAMBRIDGE
35 Dickson St
Cambridge N1R 7A6
General Inquiry (519)623-6400 (Dickson St)
Fax (519)623-6562 (Dickson St)
Fax (519)740-5971 (Water St N)
8:30 - 5:00

CENTRAL TORONTO
Main Flr Suite 104, 40 Wellesley St E
Toronto M4Y 1G4
General Inquiry (416)314-8550
Fax (416)314-8560
8:30 - 5:00

CHATHAM
1023 Richmond St W
PO Box 685
Chatham N7M 5K8
General Inquiry (519)352-5040
Toll Free 1-800-265-2705
Fax (519)352-9241
8:30 - 5:00

CLINTON
100 Don St
PO Box 1150
Clinton N0M 1L0
General Inquiry (519)482-7060
Toll Free 1-800-265-3955
Fax (519)482-9760
8:30 - 5:00

COLLINGWOOD
Unit 9, 275 First St
Collingwood L9Y 1A8
General Inquiry (705)444-0471
Fax (705)445-2029
8:15 - 4:30

CORNWALL
Suite 402, 132 Second St E
Cornwall K6H 1Y4
General Inquiry (613)933-7674x101
Fax (613)933-7037
8:30 - 5:00

EAST TORONTO
2nd Flr, 2500 Lawrence Ave E
Toronto M1P 2R7
General Inquiry (416)314-8400
Fax (416)314-8399
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-1857
Fax (705)848-1301
8:30 - 5:00

ESPANOLA/MANITOULIN
87A Centre St
Espanola P3E 1S4
General Inquiry (705)869-2601
(705)562-5756 (Cell)
Toll Free 1-800-567-4535
Fax (705)869-4041
8:30 - 4:30

ETOBICOKE COURT
Ontario Court of Justice
3rd Flr Rm 209A, 2201 Finch Ave W
Toronto M8Z 5X6
General Inquiry (416)314-2418
Fax (416)314-3978
9:00 - 5:00

FORT FRANCES
340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-1160
Toll Free 1-866-386-0532
Fax (807)274-9442
8:00 - 5:00

GERALDTON
208 Beamish Ave W
PO Box 1
Geraldton P0T 1M0
General Inquiry (807)854-1840
Toll Free 1-800-267-7706
Fax (807)854-0705
8:30 - 5:00

GRAVENHURST
483 Bethune Dr N
Gravenhurst P1P 1B8
General Inquiry (705)687-2129
Fax (705)687-1498
8:30 - 5:00

GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
Fax (519)837-0789
8:30 - 5:00

HALTON
Unit 607, 2319 Fairview St
Burlington L7R 2E3
General Inquiry (905)639-5371
Fax (905)639-3415
8:30 - 5:00

HAMILTON
8th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:30 - 5:00

HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 5:00

HEARST
613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)372-2398
Fax (705)372-2397
8:30 - 5:00

HUNTSVILLE
Suite 203, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:30 - 5:00

KENORA
610 Lakeview Dr
Kenora P9N 3P7
General Inquiry (807)468-2975
Toll Free 1-866-578-4763
Fax (807)468-2981
8:00 - 5:00

KINGSTON
Unit 15, 375 Select Dr
Kingston K7M 8R1
General Inquiry (613)548-3200
Toll Free 1-866-373-5560
Fax (613)548-3201
8:30 - 5:00

KIRKLAND LAKE
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961
Fax (705)567-5011 (Suite 209)
Fax (705)567-6733 (Suite 203)
8:30 - 5:00

KITCHENER/WATERLOO
Suite 200A, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free 1-800-441-9820
Fax (519)571-6110 (King St E)
Fax (519)885-1580 (Fairway Rd S)
8:30 - 5:00

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
Fax (705)324-4617
8:30 - 5:00

LONDON
3rd Flr, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
Toll Free 1-800-265-4197
Fax (519)679-7079
8:30 - 5:00

MARATHON
Peninsula Sq
52 Peninsula Rd
PO Box 1779
Marathon P0T 2E0
General Inquiry (807)229-2482
Fax (807)229-2504
8:15 - 4:30

METRO WEST COURT
3rd Flr Rm 209B, 2201 Finch Ave W
Toronto M8Z 5X6
General Inquiry (416)314-6459

MIDLAND
478 Bay St
Midland L4R 1K9
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 5:00

MISSISSAUGA (BURNHAMTHORPE RD)
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Fax (905)897-0925
8:30 - 5:00

MISSISSAUGA (HAINES RD)
Suite 200, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
38 Revillion Rd N
PO Box 728
Moosonee P0L 1Y0
General Inquiry (705)336-0975
Fax (705)336-0979
8:30 - 4:45

NEW LISKEARD
157 Whitewood Ave
PO Box 2260
New Liskeard P0J 1P0
General Inquiry (705)647-7134
Fax (705)647-7467
8:30 - 4:30

NEWMARKET
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900x3202
Toll Free 1-877-669-6658
Fax (905)715-7743
8:30 - 5:00

NEWMARKET COURT
3rd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)898-3281
8:30 - 5:00

NORTH BAY
Suite 1, 581 Fraser St
North Bay P1B 3X3
General Inquiry (705)495-3827
Toll Free 1-866-959-9914
Fax (705)495-3867
8:30 - 5:00

NORTH TORONTO
Unit 6, 3200 Dufferin St
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 5:00

ORANGEVILLE
Suite 201Y, 210 Broadway Ave
Orangeville L9W 1K3
General Inquiry (519)942-1771
Fax (519)942-3035
8:30 - 5:00

ORILLIA
Cottage C
2nd Flr, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408x4406
Fax (705)325-0443
8:30 - 5:00

OSHAWA
Unit 3, 470 King St W
Oshawa L1J 2K9
General Inquiry (905)433-7612x301
Toll Free 1-866-591-5301
Fax (905)433-4689
8:30 - 5:00

OTTAWA
1980 Ogilvie Rd
PO Box 175
Gloucester K1J 9L3
General Inquiry (613)742-0722
Toll Free 1-800-517-9113
Fax (613)742-0721
8:30 - 5:00

OWEN SOUND
1400 1st Ave W
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
Fax (519)376-9865
8:30 - 5:00

PARRY SOUND
25 Church St
Parry Sound P2A 1Y2
General Inquiry (705)746-4016
Toll Free 1-800-465-8162
Fax (705)774-9548
8:30 - 5:00

PEMBROKE
Suite 304, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073x226
Toll Free 1-800-267-0112x226
Fax (613)735-6256
8:30 - 5:00

PETERBOROUGH
Unit 7A, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)755-4400
Toll Free 1-888-805-9876
Fax (705)755-4401
8:30 - 5:00

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-9263
Fax (905)885-4843
8:30 - 5:00

SARNIA
Lambton Shared Services Ctr
150 North Christina St
Sarnia N7T 8H4
General Inquiry (519)337-3735
Toll Free 1-800-663-7633
Fax (519)337-8493
8:30 - 4:30

SAULT STE MARIE
338 Queen St E
Sault Ste Marie P6A 1Z1
General Inquiry (705)256-3034
Toll Free 1-866-296-3422
Fax (705)945-9958
8:30 - 5:00

SCARBOROUGH COURT
1911 Eglinton Ave E
Toronto M1L 2L6
General Inquiry (416)314-8411
Fax (416)314-8417
8:30 - 5:00

SIMCOE
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
General Inquiry (519)428-0380
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

SIOUX LOOKOUT
49 Prince St
Sioux Lookout P8T 1A5
General Inquiry (807)737-3813
Toll Free 1-800-465-9204
Fax (807)737-2363
8:00 - 5:00

ST CATHARINES
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
Toll Free 1-877-995-1499
Fax (905)704-3222
8:30 - 5:00

ST THOMAS
414 Talbot St
St Thomas N5P 1B9
General Inquiry (519)633-1760
Toll Free 1-866-393-9915
Fax (519)633-0950
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-4530x237
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30 - 5:00

STURGEON FALLS
Suite 2, 48 William St
Sturgeon Falls P2B 2A5
General Inquiry (705)753-1224
Fax (705)753-0761
8:30 - 5:00

SUDBURY
Suite 1101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-7121
Toll Free 1-800-545-0514
Fax (705)564-7119
8:00 - 5:00

THUNDER BAY
Suite 111, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1400
Toll Free 1-866-575-2955
Fax (807)475-1306
8:30 - 5:00

TIMMINS
Hwy 101 E
PO Bag 4025
South Porcupine P0N 1H0
General Inquiry (705)235-1980
Toll Free 1-877-335-1980
Fax (705)235-1989
8:30 - 5:00

TORONTO COURT
Rm 146, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)325-5801
Fax (416)326-0693
8:30 - 5:00

WAWA/CHAPLEAU
65B Broadway St
Wawa P0S 1K0
General Inquiry (705)856-8986
Fax (705)856-8982
8:15 - 4:30

WEST TORONTO
Suite 300, 5464 Dundas St W
Etobicoke M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842
8:30 - 5:00

WINDSOR
Suite 1, 1540 McDougall St
Windsor N8X 3N2
General Inquiry (519)254-6205
Toll Free 1-866-827-5446
Fax (519)254-6945
8:30 - 5:00

WOODSTOCK
3rd Flr, 412 Dundas St
Woodstock N4S 1B9
General Inquiry (519)539-6110
Toll Free 1-866-889-7958
Fax (519)539-6434
8:30 - 5:00

REGIONAL OFFICES

CENTRAL REGION
Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-8388
8:30 - 5:00

YOUTH JUSTICE PROVINCIAL DIRECTOR UNIT

2nd Flr, 2500 Lawrence Ave E
Scarborough M1P 2R7
General Inquiry (416)325-0610
Fax (416)325-5736
8:30 - 4:45

The Youth Justice Provincial Director Unit provides placement coordination/custody administration to youth aged 12-17 at the time of their offence who have been given a custodial sentence within Central Region.

EASTERN REGION
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7381
(613)530-3596 (Management Fax)
Fax (613)536-7377
8:30 - 5:00

NORTHERN REGION
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3642
Fax (705)494-3212
Fax (705)235-1989 (South Porcupine)
Fax (807)475-1306 (Thunder Bay)
8:15 - 5:00

WESTERN REGION
Morgan Bldg
1st Flr, 600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774x2681
Fax (519)858-8745
8:30 - 5:00

YOUTH CENTRES

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-6933
Fax (519)524-5737 (Superintendent's Office)
8:00 - 4:30

BROOKSIDE YOUTH CENTRE
390 King St E
PO Box 159
Cobourg K9A 4K6
General Inquiry (905)372-5451
Fax (905)372-7788
8:00 - 4:00

CECIL FACER YOUTH CENTRE
2500 South Lane Rd
PO Box 850 Stn B
Sudbury P3E 4S3
General Inquiry (705)522-1250
Fax (705)522-6017 (Administration/ Personnel)
Fax (705)522-7715 (Records/Business Office)
8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE, YOUTH UNIT
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)523-8079
Fax (905)529-0977 (Superintendent)
8:30 - 4:30

INVICTUS YOUTH CENTRE
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522 (Superintendent's Office)
8:15 - 4:30

KENORA JAIL, YOUTH UNIT
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

OTTAWA-CARLETON DETENTION CENTRE, YOUTH UNIT
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-0732
8:00 - 4:00

SPRUCEDALE YOUTH CENTRE
660 Ireland Rd
PO Box 606
Simcoe N3Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:15 - 4:30

THUNDER BAY YOUTH CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:00 - 4:30

WINDSOR JAIL, YOUTH UNIT
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

ACTS

Child and Family Services Act, R.S.O. 1990, c. C.11 (except for sections162 - 174 inclusive)
Day Nurseries Act, R.S.O. 1990, c. D.2
Health Protection and Promotion Act, R.S.O. 1990, c. H.7 (section 7 in so far as it relates to the Healthy Babies Healthy Children program as described in guidelines published under section 7)
Intercountry Adoption Act, 1998, S.O. 1998, c.29
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ministry of Correctional Services Act, R.S.O. 1990, c. M.22 (Part V)
Rescuing Children from Sexual Exploitation Act, 2002, S.O. 2002, c. 5 (Parts I and II and section 31 in so far as that section relates to activities and programs under those Parts)

MINISTRY OF CITIZENSHIP AND IMMIGRATION

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)326-0148 (TTY/TDD)
Toll Free 1-800-267-7329
TTY Toll Free 1-888-335-6611
www.citizenship.gov.on.ca

The Ministry of Citizenship and Immigration promotes full participation for all Ontarians such that they enjoy the social and economic benefits of life in the province and contribute to their communities. The ministry maximizes the social and economic benefits of immigration and builds stronger communities through activities focused on greater citizen participation. Through the Ontario Seniors' Secretariat, the ministry undertakes or supports policy initiatives that improve the quality of life of Ontario seniors and public education efforts for and about Ontario seniors. Through the Ontario Women's Directorate, the ministry, with cross-ministry and community partners, works to prevent violence against women and their children and to advance women's economic independence.

DEPUTY MINISTER'S OFFICE

CITIZENSHIP AND IMMIGRATION DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7599
8:00 - 5:00

The Citizenship and Immigration Division promotes and supports responsible citizenship, Ontario's rich multicultural diversity, voluntary action and full participation for the economic and social benefit of Ontario communities. In this regard the programs support the removal of barriers to opportunities for all Ontarians by helping immigrants to be self-sufficient and full participants in Ontario's communities. The programs encourage Ontarians to strengthen their communities through voluntary action and through the Honours and Awards Secretariat provide concrete ways to reflect the value that the government places on the contributions made by Ontario citizens to improving the quality of life for Ontario's diverse population.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7307
8:00 - 5:00

The **Citizenship** Development Branch is responsible for policy and program development in the area of immigration. This includes policy, research, development, settlement and integration of newcomers, programs to support internationally trained individuals and English as a second language for adults.

ACCESS TO PROFESSIONS AND TRADES UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-6817
Fax (416)326-6265
www.citizenship.gov.on.ca
8:30 - 5:00

The Access to Professions and **Trade**s Unit undertakes a range of partnership initiatives to promote recognition of the qualifications of internationally trained professionals and tradespeople and expedite access of qualified **immigrants** to the Ontario labour market. Key partners include employers, occupational regulatory bodies, educational institutions, community agencies serving immigrants, and other levels of government. You may call the JobGrow Hotline at 1-888-562-4769; in Metro Toronto call 416-326-5656 for more information regarding services offered.

IMMIGRATION AND SETTLEMENT

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)326-0295

The Immigration and Settlement unit provides policy research, development, analysis and advice in the area of immigration and settlement. The unit develops strategies for more effective **community**-based settlement services for **immigrants** and **refugees**. It works to provide Newcomer Settlement Program grants for community-based settlement service delivery and Language Interpreter Services program grants for victims of domestic violence.

Services offered to the Public:
Language Interpreter Services Program
Newcomer Settlement Program Grants

ONTARIO HONOURS AND AWARDS SECRETARIAT

Ground Flr South Lobby, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7526
Fax (416)314-7743
Fax (416)314-6050
9:00 - 5:00

Ontario Honours and **Award**s Secretariat is a corporate resource responsible for the delivery of 15 diverse award programs including Orders, Medals and Decorations as well as special commemorative functions. From highly prescribed, formal award presentations steeped in protocol in the Legislative Assembly to community-based ceremonies across the province, Ontario Honours and Awards serves to recognize and to promote **volunteerism** and the superlative accomplishments of outstanding Ontarians. The branch is also responsible for policy development and the implementation of programs to support the voluntary sector and volunteers.

CIVIC OUTREACH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6853
Fax (416)314-7180

The Civic Outreach Unit coordinates the government's initiatives to strengthen volunteerism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates initiatives to recognize, encourage and support voluntary action.

COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7400
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)314-4965
8:30 - 5:00

The Communications Branch is responsible for communicating to the public the ministry's programs and policies in the context of the government's commitments and priorities. It supports affected Ministers, the Deputy Minister and senior management through media relations, editorial services, creative services and communications planning; issues management; maintaining the ministry websites; internal communications; and overseeing the public inquiry line.

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 4:45

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.citizenship.gov.on.ca
8:30 - 5:00

The Ontario **Seniors**' Secretariat's (OSS) core business is to undertake or support policy initiatives that improve the quality of life for Ontario seniors, and public education efforts for and about Ontario seniors. The OSS works with Ontario's major seniors' organizations and other ministries to help ensure seniors' needs are considered in all government policies and programs that could affect a senior's quality of life. The OSS strives to meet the ministry vision where all seniors can live free from harm, fully participate in their communities and have their contributions recognized and respected.

POLICY INITIATIVES

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.citizenship.gov.on.ca
8:30 - 5:00

Policy Initiatives Unit undertakes policy initiatives for seniors with a multi-ministry focus and makes "value added" contributions to policy activities in other ministries.

PUBLIC EDUCATION AND AWARENESS

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.citizenship.gov.on.ca
8:30 - 5:00

The **Public Education** and Awareness Unit initiatives are: for **seniors**, about the programs and services to which they are entitled; for seniors, about healthy aging/lifestyles; for the broader public, about the ongoing contributions seniors make to families, communities and the country.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.citizenship.gov.on.ca/owd
8:30 - 5:00

The Ontario **Women**'s Directorate (OWD) provides focus for government action on issues of concern to women, in particular, preventing violence against women and promoting women's economic independence.

EDUCATION, AWARENESS AND OUTREACH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256

The Education, Awareness and Outreach unit leads programs and initiatives that support the two key business areas of the Directorate: preventing **violence** against **women** and promoting women's economic independence. The Ontario Women's Directorate partners with other ministries, the education sector, community agencies and the private sector to support initiatives that promote **public education** to prevent violence against women, new service models to provide an effective response to **victim**s, **career** awareness initiatives to ensure girls and young women make academic choices that will not limit the career choices available to women, including occupations in high demand sectors such as skilled trades and information technology.

STAKEHOLDER RELATIONS AND POLICY DEVELOPMENT

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255

The Stakeholder Relations and Policy Development unit provides strategic leadership and coordination for the development and review of policies and programming identified as key business areas of the Directorate - preventing violence against women, and promoting women's economic independence - and the development and management of relations with internal and external stakeholders, including other jurisdictions, for policy purposes. It also has the primary responsibility for identifying and managing contentious issues, and coordinating/supporting inter-ministerial and inter-governmental committees addressing priority issues.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides services to the Ministry of Citizenship and Immigration, including the Ontario Women's Directorate and the Ontario Seniors' Secretariat; the Ministry of Tourism; the Ministry of Culture and the Office of Francophone Affairs. The division ensures the provision of efficient and effective administrative services, including legal services, human resources, French language services, information technology and business solutions, results-based planning and resource allocation activities to support ministry and government objectives. The division also provides regional support to the ministries' program areas and delivers programs and services to clients across Ontario.

CORPORATE POLICY

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
9:00 - 5:00

The Corporate Policy Unit is responsible for providing leadership, expertise and advice to the Ministers, Deputy Minister, senior management and the staff of the Ministry of Citizenship and Immigration in the areas of corporate policy development, analysis and coordination within the context of government priorities. The Corporate Policy Unit acts as the ongoing liaison between the ministry and Cabinet Office. The unit supports the Ministers and Deputy Minister in preparation for Cabinet and Cabinet Committee /Deputy Ministers' Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides advice on results-based planning, accounting, modern controllership, facilities management, emergency management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and results-based planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, the Ministry of Culture and the Ministry of Tourism. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:
Access to Information

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, the Ministry of Tourism, the Ministry of Culture and the Office of Francophone Affairs.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture and the Ministry of Tourism and certain of their agencies to assist them in meeting their policy and operational goals. Principal areas of law include commercial, corporate, real property, administrative and contract.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
8:30 - 5:00

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCI/MTOUR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology solutions to meet business requirements of the Ministries of: Citizenship and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate technology services. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45

The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

REGIONAL SERVICES BRANCH

3rd Flr Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687 (Call Bell Relay Service at 1-800-855-0511)
TTY Toll Free 1-800-855-0511
Fax (416)314-6686
8:30 - 5:00

The Regional Services Branch implements programs and services that support Ministry results-based plans to clients at the local and regional level in sectors within the Ministry of Citizenship and Immigration including the Ontario Women's Directorate and the Ontario Seniors' Secretariat,

the Ministry of Culture, the Ministry of Tourism, and the Ministry of Health Promotion's Sport and Recreation Branch.

CENTRAL AREA
5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0641
Fax (705)646-0544
8:30 - 4:45

DURHAM REGION
Robinson Pl, South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
Ontario Government Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3419
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)235-1553
8:30 - 4:45

REGIONAL SUPPORT SERVICES

3rd Flr Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-7068
Fax (416)314-7277
8:30 - 5:00

SOUTHEAST AREA
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

SOUTHWEST AREA
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
General Inquiry (519)578-3600
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
General Inquiry (519)578-3600
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

ACTS

Holocaust Memorial Day Act, 1998, S.O. 1998, c.25
Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18 in so far as it relates to activities and programs respecting citizenship and immigration.
Remembrance Day Observance Act, 1997, S.O. 1997, c.18

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
TTY 1-800-387-5559
Toll Free 1-888-789-4199
www.mcss.gov.on.ca

Ontarians have diverse skills and abilities, and may face barriers to participating fully in community life. Through its core businesses, together with municipalities and community partners, the ministry focuses on enabling accessibility and inclusiveness and creating opportunities for work and community participation. The ministry's core businesses are: Employment Supports to help people find and retain meaningful employment; Income Supports to assist people who are unable to work or are in temporary financial need; Developmental Services to provide opportunities for adults with developmental disabilities and assist them to live as independently as possible; enforcing court-ordered Family Support Responsibilities; Adult Community Services to support Aboriginal communities, adults with special needs, and others who are socially disadvantaged; Services for Victims of Domestic Violence within a safe environment; and to achieve Accessibility for Ontarians with Disabilities by 2025.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
TTY (416)212-7072
Fax (416)325-5200
Fax (416)325-5694 (Secured Fax)
8:30 - 5:00

The Communications and Marketing Branch establishes communications policies for the ministry and develops communications strategies to ensure that the public and people who rely on the ministry's support are aware of major program and policy initiatives. Responsibilities include liaison with the news media; creative services, translation, production and distribution of information products, issues coordination, web design and support, correspondence management and coordinating responses to Freedom of Information and Protection of Privacy requests.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)326-2567
8:30 - 5:00

The Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:15 - 5:00

The Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to both the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Lawyers in the Branch provide legal opinions and advice to the ministers and ministry staff with respect to issues arising from the administration of the legislation and programs for which each ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent both ministries before courts and tribunals.

ONTARIO INTERNAL AUDIT

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of Ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

ACCESSIBILITY DIRECTORATE OF ONTARIO

6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-0207
TTY/TDD (416)326-0148
Toll Free 1-888-520-5828
TTY Toll Free 1-888-335-6611
Fax (416)325-5615
www.mcss.gov.on.ca/accessibility/index html
8:00 - 5:00

The Accessibility Directorate of Ontario was established under the Ontarians with **Disabilities** Act 2001 (ODA) to manage the implementation of the ODA and support organizations with legal obligations under the Act. These organizations include the Government of Ontario and all its ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations. The Directorate also supports the work of the Minister's Accessibility Advisory Council of Ontario. As well the Directorate works in partnership with organizations, private sector and people with disabilities to develop voluntary accessibility **standards** and provides public education and community based accessibility programs to raise awareness and create a greater understanding of the need for accessibility and inclusion.

ACCESSIBILITY ADVISORY COUNCIL OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7545
TTY (416)212-4715
Toll Free 1-877-877-0109
TTY Toll Free 1-877-877-0126
Fax (416)314-7467
8:30 - 5:00

The Ontarians with **Disabilities** Act, 2001 (ODA), establishes the Council as advisers to the Minister of Citizenship and Immigration on the implementation of the Act.

POLICY AND ACCESSIBILITY PLANNING

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148
Fax (416)327-4080
8:30 - 5:00

The Policy and Accessibility Planning unit focuses on providing ongoing policy support to the government and the minister on accessibility for persons with disabilities and disability issues. The unit develops tools to assist organizations to meet their obligations under the ODA (Ontarians with Disability Act, 2001).

PUBLIC EDUCATION AND PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207 (ODA Enquiry)
TTY (416)326-0148
Fax (416)326-9725
www.equalopportunity.on.ca
8:30 - 5:00

The **Public Education** and Partnerships unit delivers public education, partnership initiatives and development of tools and resources to promote accessibility in business and services through public education awareness, partnership projects and **grants**.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

Business Planning and Corporate Services Division provides corporate direction and support to the Ministry of Community and Social Services and Children and Youth Services in the areas of: financial planning, analysis and controllership, corporate policy and intergovernmental affairs, human resources planning and management and capital planning and accommodation services. The Division consists of five branches: Financial Planning and Business Management; Corporate Policy and Intergovernmental Affairs, Emergency Management, Human Resources and Capital and Accommodation Services. The Internal Audit Services Branch also reports administratively to the ADM, BPCSD. The Division is also the ministries' point of contact with the Ministry of Finance including Ontario Internal Audit and Treasury Board Office, the Ministry of Public Infrastructure

and Renewal, Ministry of Government Services including the Centre for Leadership and Human Resources Management, and the Ontario Realty Corporation.

CAPITAL AND ACCOMMODATION SERVICES BRANCH

30th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4575
Fax (416)327-0554
8:30 - 5:00

The Capital and Accommodation Services Branch enables and supports the ministry and its agencies to meet policy, program and business objectives. The Branch is responsible for strategic planning, and project and financial management regarding: office accommodation (corporate and field); transfer payment and directly operated facilities infrastructure; and liaising with the Ministry of Public Infrastructure and Renewal and with the Ontario Realty Corporation.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the ministry for results-based planning, cross-ministry policy coordination and federal/provincial/ territorial relations.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy Unit contributes to the ministry's annual results-based planning process, coordinates policy initiatives that have cross-ministry scope and impact, and provides corporate leadership on governance and accountability initiatives.

FRENCH LANGUAGE SERVICES

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397

The primary role of the French Language Services Unit is to provide advice to the ministry on issues related to French language services and to ensure compliance with the French Language Services Act through the monitoring of management practices. The French Language Services Unit guarantees members of the public the right to communicate with and receive available services in French from all Ontario government offices located in or serving the 23 areas of the province, as well as Agencies, Boards and Commissions of the government.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Intergovernmental Affairs Unit coordinates social policy issues that cut across federal, provincial and territorial jurisdictions. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Policy Coordination Unit acts as the ongoing liaison between the ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

EMERGENCY MANAGEMENT

30th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4755

The Emergency Management leads the development and implementation of the Emergency Management Program and assists corporate branches, regional offices, facilities and the Cluster in their emergency management functions.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning including capital, providing financial management services to ministry branches; coordinating better business practices; establishing standards in the area of controllership, risk management, and service management; coordinating business planning for the ministry and liaising with the Ministry of Finance and Ministry of Government Services.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825
8:30 - 5:00

The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget package and delegation of financial authority framework.

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)326-8168

The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Offices regarding effective application of controllership and risk management; develops and implements financial policies; and provides service management liaison between the ministry and the Shared Services Bureau.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Reporting Unit manages the in-year reporting and monitoring of the ministry's financial position. This includes forecasting, budgeting control, Federal/Provincial cost-sharing administration and capital.

MCSS BUSINESS PLANNING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The MCSS Business Planning Unit partners the annual Results-based Planning process and coordinates the estimates process, multi-year financial planning along with providing comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Ministry of Government Services.

MCYS BUSINESS PLANNING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

MCYS Business Planning Unit coordinates the annual business planning process and estimates preparation, multi-year financial planning, and liaising with the Ministry of Finance and Ministry of Government Services.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00

The Human Resources Branch supports the implementation of ministry initiatives, core businesses and policy priorities by providing senior management, corporate and regional offices with comprehensive human resources advice, policy direction, strategic planning, and interpretation of collective agreements and related legislation. Human Resource services include: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organizational Design; Employee Classification, Pay and Benefits; Workplace Discrimination and Harassment Prevention (WDHP); Health and Safety and Labour Relations.

CHILDREN, YOUTH AND SOCIAL SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Children, Youth and Social Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community and Social Services and the Ministry of Children and Youth Services and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00

The Program Management Division (PMD) is responsible for managing the delivery of all ministry programs and services throughout the province. PMD consists of: Family Responsibility Office (FRO); Management Support Branch (MSB); Performance Management Branch (PMB); Regional

Offices; and Social Assistance and Municipal Operations Branch (SAMO). The nine regional offices are responsible for the direct delivery of some ministry programs, and provide a management role for those services delivered locally by municipalities and transfer payment agencies. Regional Offices are also accountable for three Schedule 1 Facilities for people with developmental disabilities, and two facilities for children with multiple, complex high needs.

FAMILY RESPONSIBILITY OFFICE

PO Box 220 Downsview Post Office
Downsview M3M 3A3
(416)326-1818 (Automated Information, 7 days, 24 hrs)
(416)240-2410 (Interjurisdictional Support Orders)
(416)326-1817 (Client Services)
TTY (416)240-2414
Toll Free 1-800-267-7263 (Automated Info Outside 416 & 905 Local Calling Area)
Toll Free 1-800-463-3533 (ISO Outside 416 & 905 Local Calling Area)
Toll Free 1-800-267-4330 (Client Services Outside 416 & 905 Local Calling Area))
Fax (416)240-2401 (Client Services)
8:30 - 5:00 ♿

The **Family** Responsibility Office (FRO) operates under the authority of the Family Responsibility and Support Arrears **Enforcement** Act, 1996. FRO administers and enforces court orders for **child** and spousal support. It also enforces domestic contracts, such as separation agreements that are filed with the courts, and ensures compliance with support orders from reciprocating jurisdictions.

Services offered to the Public:
Family Responsibility

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
Fax (416)212-1499
8:30 - 5:00 ♿

Management Support Branch is a corporate office for Program Management Division designed to facilitate and support critical management and delivery functions. The branch provides a range of delivery and operational support services to Integrated Children's Programs and Community/ Developmental Services programs.

ADOPTION DISCLOSURE AND REGISTER

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-6867
8:30 - 5:00 ♿

The **Adoption** Disclosure and Register provides a register for adult adoptees who were adopted in Ontario, and for their birth parents and birth relatives (siblings and grandparents) who wish to contact one another. The section also conducts searches upon request from the adult adoptee in order to locate specific birth relatives. Searches are given priority for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867
8:30 - 5:00

Chaplaincy Services Ontario, in consultation with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministries of Community and Social Services, Ministry of Children and Youth Services, Ministry of Community Safety and Correctional Services, Ministry of Health and Long-Term Care.

CHILD ABUSE REGISTER

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 5:00

The **Child Abuse** Register section protects the best interests of the children by maintaining records of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)327-4634
General Inquiry (416)327-4673
Toll Free 1-888-728-8823
Fax (416)327-4379

The **Child** and **Family** Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSA), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a school board. The board operates independently.

CHILD WELFARE REVIEW UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4669
Fax (416)326-5359
8:30 - 5:00

The Child Welfare Review Unit is responsible for conducting annual file reviews to ensure the well being of children in the care of, or being served by Children's Aid Societies in the Province.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)327-4634
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558

The **Custody** Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates independently.

DEVELOPMENTAL SERVICES / COMMUNITY PROGRAMS

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00

The Developmental Services / Community Programs unit provides a range of delivery and operational support services to programs such as Violence Against Women, Supportive Housing, Developmental Services and Adoption Disclosure.

INTEGRATED SERVICES FOR CHILDREN UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)212-1499
8:30 - 5:00

The Integrated Services for Children's Unit provides a range of delivery and operational support services for children's programs such as Private and International Adoptions, Child Abuse Register, Children with Special Needs, Children's Mental Health, Young Offenders, Child Welfare Reviews, and Board Administration.

PRIVATE AND INTERNATIONAL ADOPTION

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4742
Fax (416)212-6799
8:30 - 5:00

The Private and International **Adoption**s section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

PERFORMANCE MANAGEMENT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

The Performance Management Branch provides executive support to the Assistant Deputy Minister and leadership to continuous business improvement, monitors and evaluates program and business performance, and supports enhancements in interdivisional working relationships. The branch operates in tandem with Management Support Branch (MSB) and Social Assistance and Municipal Operations Branch (SAMO) to provide appropriate supports, tools and best practices to regional offices.

CHILD WELFARE UNIT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)212-3454
Fax (416)326-8098

The Child Welfare Unit provides leadership for the development of strategies to support the ministry in effectively managing business and fiscal challenges in the Child Welfare Program sector.

DIVISIONAL SUPPORTS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

The Quality Assurance and Organizational Development Unit provides a range of executive support services to the Assistant Deputy Minister and senior management groups within the division. The unit provides senior decision-makers with timely, accurate and consistent information on the division's performance, while facilitating training and research to support effective regional business practices. The unit is composed of three functional teams: Divisional Learning and Training, Organizational Development and Information Management.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804 (Community Programs)
Fax (905)895-1835 (Business Services)
Fax (905)895-4330 (Regional Director, Human Resources)
Fax (905)715-7662 (ODSP)
8:30 - 5:00

CENTRAL EAST REGION - NEWMARKET

COMMUNITY PROGRAMS AND SERVICES UNIT
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7662
8:30 - 5:00

HURONIA REGIONAL CENTRE - ORILLIA
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Toll Free 1-866-550-7361
Fax (705)326-5269 (Administration, Business Services & Human Resources)
8:15 - 4:30

LOCAL OFFICE - BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197 (ODSP)
Fax (705)737-5142 (Probation)
8:30 - 5:00

COMMUNITY PROGRAMS UNIT
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00

LOCAL OFFICE - LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

LOCAL OFFICE - ORILLIA
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

LOCAL OFFICE - PETERBOROUGH
2nd Flr, 360 George St N
Peterborough K9H 7E7
General Inquiry (705)742-9292
TTY (705)742-8915
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
Fax (705)742-8048 (ODSP)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT
2nd Flr, 360 George St N
Peterborough K9H 7E7
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
2nd Flr, 360 George St N
Peterborough K9H 7E7
General Inquiry (705)742-9292
TTY (705)742-8915 (1st Flr)
TTY (705)742-7507 (2nd Flr)
Toll Free 1-800-663-8560
Fax (705)742-8048
Fax (705)743-7998
8:30 - 5:00

LOCAL OFFICE - WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050 (ODSP)
Fax (905)665-1043 (Probation)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1043
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050
8:30 - 5:00

CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA
Suite 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
French Phone (905)567-7177x232
Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
Toll Free 1-877-832-2818 (Main)
Fax (905)567-3218 (Human Resources)
Fax (905)567-3216 (Licensing - Child Care Facilities, Group Homes, Foster Homes)
Fax (905)567-7975 (Special Services At Home)
Fax (905)567-3215 (Regional Director; Business Unit; Finance:ODSP;Community Programs)
Fax 1-877-708-2895 (Serious Occurrence Reporting)
8:30 - 5:00

LOCAL OFFICES

EMPLOYMENT SUPPORTS PROGRAM - BURLINGTON
Burlington Resource Ctr
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500x4644
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - CAMBRIDGE
Cambridge Pl
Suite 605, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Toll Free 1-888-214-0738
Fax (519)623-4752
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500x227
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - KITCHENER/WATERLOO
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3146
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-7419
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - BURLINGTON
Burlington Resource Ctr
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - CAMBRIDGE
Cambridge Pl
Suite 605, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Toll Free 1-888-214-0738
Fax (519)623-4752
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
TTY (519)822-1561
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM- KITCHENER/WATERLOO
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00

EASTERN REGIONAL OFFICE - OTTAWA
2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959 (ODSP Income Support)
TTY (613)787-5264 (Employment Support)
Toll Free 1-800-267-5111
Fax (613)787-5252 (Employment Supports)
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (CVP, ODSP - Team 4)
Fax (613)787-6001 (HR, Eligibility Review, 2nd Flr)
8:30 - 5:00

COMMUNITY SERVICES (C.S.)

The Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are **children** in need of protection, **young offender**s, children and adults with developmental **disabilities** and children requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and **Homeless**ness and Family Violence Programs. The Community Services is also responsible for licensing of childcare and children's residential programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/
SPECIAL SERVICES AT HOME
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
(613)787-4064 (Special Services at Home)
(613)788-2399 (Assistance for Children with Severe Disabilities)
Toll Free 1-800-267-5111 (Ottawa)
Toll Free 1-800-565-5374x354 (Cornwall)
Fax (613)787-5284
8:30 - 5:00

COMMUNITY SERVICES 1

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-5283
8:30 - 5:00

The Children's and Community Services Programs provides service directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children in need of protection, young offenders, children requiring mental health supports and people in need of Family Violence Support.

COMMUNITY SERVICES 2

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-5283
8:30 - 5:00

The Developmental Services provides services directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children and adults with developmental disabilities.

COMMUNITY SERVICES 3

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-5283
8:30 - 5:00

The Municipal programs provide funds and support to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP, and Homelessness.

LOCAL OFFICES

CORNWALL LOCAL OFFICE
3rd Flr, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)932-3381
Toll Free 1-800-565-5374
Fax (613)933-0354 (3rd Flr ODSP)
Fax (613)932-1597 (Admin)
8:30 - 5:00

HAWKESBURY LOCAL OFFICE
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 5:00

PEMBROKE LOCAL OFFICE
3rd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
TTY (613)735-7005
Toll Free 1-800-267-0112
TTY Toll Free 1-800-735-7005
Fax (613)735-6256
8:30 - 5:00

RENFREW SUB OFFICE
357 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4886
TTY (613)432-8584
Toll Free 1-800-267-5872
Fax (613)432-9872
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
TTY (613)787-5264 (Employment Supports)
TTY Toll Free 1-877-520-2328 (Employment Supports)
Toll Free 1-800-267-5111
Fax (613)787-3262 (Admin. Support)
Fax (613)787-3298 (Team 5)
Fax (613)787-5252 (Employment Supports)
Fax (613)787-5255 (ERO)
Fax (613)788-2382 (ODSP Program Manager)
Fax (613)787-4096 (Team 2 & 4)
Fax (613)787-5291 (Team 3)
8:30 - 5:00

INCOME SUPPORT

ODSP TEAM 1 - INCOME SUPPORT (ERO AND ORFUS)
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Toll Free 1-800-267-5111
Fax (613)787-5255
8:30 - 5:00

ODSP TEAM 2 - CONSOLIDATED VERIFICATION PROCESS
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)236-4313
TTY (613)787-3959
Fax (613)787-4096
8:30 - 5:00

ODSP TEAM 3 - INCOME SUPPORT (CASE MANAGEMENT)
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-5291
8:30 - 5:00

ODSP TEAM 4 - INCOME SUPPORT (CASE MANAGEMENT)
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-4096
8:30 - 5:00

ODSP TEAM 5 - INCOME SUPPORT INTAKE AND CASE MANAGEMENT
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-3951
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-3298
8:30 - 5:00

ODSP EMPLOYMENT SUPPORTS
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-5264
Toll Free 1-800-267-5111
Fax (613)787-5252
8:30 - 5:00

RIDEAU REGIONAL CENTRE - SMITHS FALLS
3312 County Rd 43
PO Box 2000
Smiths Falls K7A 4T7
General Inquiry (613)284-0123
Fax (613)283-3463 (Administrator)
8:15 - 4:30

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
TTY (905)546-8276
TTY Toll Free 1-866-221-2229
Fax (905)546-8247 (Municipal & First Nations Services)
Fax (905)521-7442 (Information Technology Unit)
Fax (905)546-8284 (ODSP Income Support - North Side)
Fax (905)521-7684 (Best Start/Early Years)
Fax (905)521-7303 (ODSP Management/ Employment Supports Management)
Fax (905)521-7568 (ODSP Income Support- South Side)
Fax (905)546-8277 (Regional Director's Office)
Fax (905)521-7736 (Human Resources Unit)
Fax (905)521-7337 (ODSP Employment Supports)
Fax (905)521-7442 (Business Services Unit)
Fax (905)546-8247 (Community Programs Unit)
8:30 - 5:00

HAMILTON, COMMUNITY PROGRAMS UNIT
Ellen Fairclough Bldg
7th Flr, 119 King St W
Hamilton L8P 4Y7
(905)521-7456 (SSAH/ACSD)
Toll Free 1-800-561-0568
Fax (905)546-8247
8:30 - 5:00

ST CATHARINES, COMMUNITY PROGRAMS UNIT
Mezzanine, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3209
Toll Free 1-800-281-0441
Fax (905)704-3070
8:30 - 5:00

HAMILTON, MUNICIPAL AND FIRST NATIONS SERVICES
Ellen Fairclough Bldg
7th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7286
Fax (905)546-8277
8:30 - 5:00

LOCAL OFFICES

BRANTFORD - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
(519)756-5790 (Income Support)
TTY (519)756-3693
Toll Free 1-866-729-2228
TTY Toll Free 1-888-814-7005
Fax (519)756-2320
8:30 - 5:00

HAMILTON - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Ellen Fairclough Bldg
2nd Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280 (ODSP)
General Inquiry (905)521-7549 (Employment Supports)
TTY 1-866-221-2229 (Income Support/ Employment Supports)
TTY (905)546-8276 (Income Support)
Toll Free 1-866-828-9225 (Employment Supports)
TTY Toll Free 1-866-221-2229 (Employment Supports)
Fax (905)521-7568 (Income Support South Side)
Fax (905)521-7337 (Employment Supports)
Fax (905)521-7303 (ODSP Management)
Fax (905)546-8284 (Income Support North Side)
8:30 - 5:00

SIMCOE - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORT
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

ST CATHARINES - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Garden City Tower
Mezzanine Level, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)688-3022 (Income Support)
TTY (905)688-1140
Toll Free 1-800-263-5413 (Income Support)
Fax (905)688-2904
8:30 - 5:00

COMMUNITY PROGRAMS UNIT

621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825 (Program Unit)
8:30 - 5:00

The Community Programs provides **Children**'s Services, Developmental Services, Violence Against **Women** Programs, Special Services at Home and Assistance for Children with Severe Disabilities.

LOCAL OFFICE - BRACEBRIDGE ONTARIO DISABILITY SUPPORT PROGRAM - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Suite 1, 50 Ball's Dr
Bracebridge P1L 1T1
General Inquiry (705)645-8718
TTY (705)645-7904
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00

LOCAL OFFICE - KIRKLAND LAKE ONTARIO DISABILITY SUPPORT PROGRAM - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
TTY (705)567-4645
Toll Free 1-800-461-4961
Fax (705)567-5011 (Ontario Disability Support Program)
8:30 - 5:00

LOCAL OFFICE - TIMMINS ONTARIO DISABILITY SUPPORT PROGRAM - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1778
8:30 - 5:00

NORTH BAY - ONTARIO DISABILITY SUPPORT PROGRAM - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-3830 (Income Support & Employment Supports)
Fax (705)474-5305 (Program Management-ODSP)
8:30 - 5:00

NORTHERN REGIONAL OFFICE - SUDBURY
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-265-1222
Fax (705)564-3099

KENORA LOCAL OFFICE
808 Robertson St
PO Bag 5400
Kenora P9N 3X9
General Inquiry (807)468-2406
Toll Free 1-800-268-2970
Fax (807)468-2443 (Business Support)
Fax (807)468-2449 (Community Programs/ Administration)

SAULT STE MARIE LOCAL OFFICE
Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Fax (705)253-2082

SAULT STE MARIE - ONTARIO DISABILITY SUPPORT PROGRAM
341 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 5:00

SUDBURY LOCAL OFFICE
Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153

SUDBURY - ONTARIO DISABILITY SUPPORT PROGRAM
Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00

THUNDER BAY LOCAL OFFICE
1st Flr, 435 James St S
Thunder Bay P7E 6S9
General Inquiry (807)473-3130
TTY (807)473-3151
Toll Free 1-800-465-5561
TTY Toll Free 1-800-544-6443
Fax (807)475-1475 (Direct Services)
Fax (807)475-1295 (Program Management)
8:30 - 5:00

SOUTH EAST REGIONAL OFFICE - KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Toll Free 1-800-646-3209
Fax (613)536-7272
8:30 - 5:00

PROGRAM COMPLIANCE AND REVIEW
South East Region
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7275
TTY (613)536-7304
Fax (613)545-1022
8:30 - 5:00

SOUTH WEST REGIONAL OFFICE - LONDON
2nd Flr Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9461 (CSU)
Fax (519)438-3014 (Serious Occurrence)
Fax (519)438-7702 (Municipal/First Nations)
Fax (519)438-7703 (Human Resources)
Fax (519)672-4683 (ODSP)
Toll Free Fax 1-866-226-6989 (SSAH)
Fax (519)471-9664 (ORFUS)
Fax (519)672-9510 (Regional Director/ Business Unit)
8:30 - 5:00

OFFICES

CHATHAM
1023 Richmond St W
PO Box 685
Chatham N7M 5K8
General Inquiry (519)352-5040
TTY (519)352-6008
Toll Free 1-800-265-2705
Fax (519)352-2813
8:30 - 5:00

LONDON
Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9461 (CSU)
Fax (519)471-9664 (ORFUS)
Fax (519)438-7702 (Municipal/First Nations)
Fax (519)438-7703 (Human Resources)
Fax (519)672-4683 (ODSP)
Fax (519)672-9510 (Regional Director/ Business Unit)
Toll Free Fax 1-866-226-6989 (SSAH)
Fax (519)438-3014 (Serious Occurrence)
8:30 - 5:00

OWEN SOUND
1400 First Ave W
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
TTY (519)376-3307
Toll Free 1-800-265-3790
Fax (519)376-4254 (Community Services)
Fax (519)376-4544 (ODSP)
8:30 - 5:00

SARNIA
Lambton Shared Services Ctr
150 Christina St N
Sarnia N7T 8H4
General Inquiry (519)337-3735
TTY (519)337-4804
Toll Free 1-800-663-7633
Fax (519)337-7122
8:30 - 5:00

ST THOMAS
3rd Flr, 427 Talbot St
PO Box 309
St Thomas N5P 3T9
General Inquiry (519)631-3032
TTY (519)637-2217
Toll Free 1-800-561-3886
Fax (519)631-9174
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-1530
TTY (519)271-0124
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30 - 5:00

WINDSOR
270 Erie St E
PO Box 1810 Stn A
Windsor N9A 7E3
General Inquiry (519)254-1651
TTY (519)254-4850
Toll Free 1-800-387-7327
Fax (519)255-1152
Fax (519)254-1917 (Human Resources)
Fax (519)255-7976 (ODSP)
8:30 - 5:00

WOODSTOCK
93 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-5579
TTY (519)537-8492
Toll Free 1-800-461-7296
Fax (519)537-8529
8:30 - 5:00

REGIONAL FACILITIES

SOUTHWESTERN REGIONAL CENTRE (SRC)
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours

FINANCIAL SERVICES

Southwestern Regional Ctr
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-6003

Financial Services provides management of facility budget, accounting services and material management.

HEALTH SERVICES

Southwestern Regional Ctr
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-6016

The Health Services Unit provides provision of health care, clinical services and therapeutic **rehabilitation** for residents of the centre.

TORONTO REGION
3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0500
(416)325-0538 (Regional Director's Office)
TTY (416)325-3600
Fax (416)325-0541 (Regional Director's Office)
8:30 - 5:00 ♿

ADULT DEVELOPMENTAL SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0582
(416)325-0649 (Program Manager)
Fax (416)325-0613
8:30 - 5:00 ♿

Adult Developmental Services programs are delivered by transfer payment agencies. These programs are monitored to ensure accountability.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-9640
8:30 - 5:00 ♿

The Special Services at Home (SSAH) program provides funding for disabled **children** or adults living at home. Assistance for Children with Severe **Disabilities** (ACSD) provides financial assistance for disabled children living at home.

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00

Compliance Review Services inspect and license all **child care** centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.

CHILDREN'S SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)212-6485
(416)325-0576 (Program Manager)
Fax (416)325-5735
8:30 - 5:00

Children's Services programs are delivered by transfer payment agencies and include **young offender** services (ages 12 to 15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.

HUMAN RESOURCES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00

The Human Resources Unit determines the future staffing needs of the Region and ensures that recruitment, retention, learning and training are in place to support the work of the Region.

MUNICIPAL SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0586
(416)326-0412 (Program Manager)
Fax (416)325-0613
8:30 - 5:00

The Municipal Services Unit oversees social services delivered by the City of Toronto such as Ontario Works, hostels and child care. Transfer-payment agencies provide Violence Against Women programs and Best Start Centres.

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
(416)325-4731 (Program Manager)
French Phone (416)325-4813 (ODSP Income & Employment Supports)
Fax (416)325-0613 (Program Manager's Office)
8:30 - 5:00

The Ontario **Disability** Support Program provides income support and employment support to eligible adults with disabilities.

LOCAL OFFICES

ODSP, 1870 WILSON AVENUE
1870 Wilson Ave
Toronto M9M 1A5
General Inquiry (416)325-5900
TTY (416)325-5846
Fax (416)325-5946 (Administration)
Fax (416)325-5901 (Income Support)
8:30 - 5:00

ODSP, 385 YONGE STREET
2nd Flr, 385 Yonge St
Toronto M5B 1S1
General Inquiry (416)314-5700
TTY (416)314-3393
Fax (416)314-5001 (Administration)
Fax (416)314-3843 (Income Support)
8:30 - 5:00

CENTRALIZED REVIEW UNIT

3rd Flr, 385 Yonge St
Toronto M5B 1S1
General Inquiry (416)212-7519
TTY (416)212-7565
Fax (416)212-7564
8:30 - 5:00

ODSP, 47 SHEPPARD AVENUE EAST
6th Flr, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry (416)314-6514
TTY (416)314-3596
Fax (416)314-6649 (Administration)
Fax (416)314-6769 (Income Support)
8:30 - 5:00

ODSP, 770 BIRCHMOUNT ROAD
Suite 30, 770 Birchmount Rd
Scarborough M1K 5H3
General Inquiry (416)325-0123
TTY (416)326-7290
Fax (416)325-0953 (Administration)
Fax (416)325-0175 (Income Support)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) EMPLOYMENT SUPPORTS
Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0693
TTY (416)314-5701
Fax (416)325-1983
8:30 - 5:00

SOCIAL ASSISTANCE AND MUNICIPAL OPERATIONS BRANCH

25th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-5097
Fax (416)212-1257
Fax (416)326-3793
8:30 - 5:00

The Social Assistance and Municipal Operations Branch (SAMO) is responsible for providing management support and operational assistance to Regional Offices, Consolidated Municipal Service Delivery Managers and District Social Services Administration Boards. SAMO is responsible for providing management support to the delivery of social assistance programs and overseeing the following ministry programs: Ontario Disability Support Program; Ontario Works; Child Care; Employment Supports; Service Delivery Model; Disability Adjucation; Fraud Hotline; Homelessness; Provincial Municipal Liaison; Ontario Works Support Arrangement Services and the Overpayment Recovery Unit.

ABORIGINAL HEALING AND WELLNESS STRATEGY

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934

The **Aboriginal** Healing and Wellness Strategy (AHWS) is a partnership among four government ministries (CSS), Ministry of the Attorney General (Ontario Native Affairs Secretariat), Ministry of **Health** and Long Term Care, and Ministry of Citizenship and Immigration (Ontario Women's Directorate) and 15 Aboriginal organizations and **First Nations**. Programs and services funded through AHWS address both the prevention of **family violence** and the improvement of health in Aboriginal communities, on-reserve and off-reserve. AHWS programs include women's shelters, health access centers, crisis/suicide intervention, health promotion/education, **youth** treatment, healing lodges and training.

DISABILITY ADJUDICATION UNIT

PO Box B18
Toronto M7A 1R3
General Inquiry (416)326-5079
TTY (416)326-3372
Toll Free 1-888-256-6758
Fax (416)326-6913

The **Disability** Adjudication Unit (DAU) provides central adjudication services for applicants referred from provincial Ontario Disability Support Program and Ontario Works. The DAU determines whether an applicant meets the eligibility criteria as a person with a disability as defined by the Ontario Disability Support Program Act.

ONTARIO WORKS SUPPORT ARRANGEMENT SERVICES

PO Box 1997
Toronto M7A 1N3
General Inquiry (416)212-6022
Fax (416)325-5239
Toll Free Fax 1-800-772-6836

Ontario Works Support Arrangement Services (OWSAS) manages the preparation of affidavits requested by the Legal Services Branch; processes assignments for ODSP cases; confirms the presence of an assignment, and assists with reimbursements to former FBA/ODSP recipients.

OVERPAYMENT RECOVERY UNIT
77 Wellesley St W
PO Box 333
Toronto M7A 1N3
TTY 1-866-457-6533
Toll Free 1-888-346-5184
Toll Free Fax 1-866-778-7750

WELFARE FRAUD HOTLINE UNIT

PO Box B30
Toronto M7A 1N3
Toll Free 1-800-394-7867
Fax (416)212-5208
Toll Free Fax 1-866-681-3154

The **Welfare Fraud** Hotline number is available for the public to report suspected cases of Ontario Works or Ontario Disability Support Program Fraud.

SOCIAL POLICY DEVELOPMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-9408
8:30 - 5:00

The Social Policy Development Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities; and to enhance services and supports for people with developmental disabilities and vulnerable adults, including services and support for abused women and their children and the homeless. It supports reform of the social assistance system and is responsible for policy development of the expected transformation of adoption disclosure laws in Ontario.

COMMUNITY SERVICES BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865
8:30 - 5:00

The Community Services Branch is responsible for policy and program development and evaluation of community-based services for adults and families, which include Violence Against **Women** Prevention Programs that provide community support services to women who are victims of violence and their children; Interpretor/Intervenor Services for those who are **deaf/blind**; **Aboriginal** Services; **Homeless**ness Prevention Programs and liaison with the Ontario College of Social Workers and Social Service Workers. The branch works closely with other divisions within the ministry, with other ministries, with other levels of government and with community partners to support service delivery consistent with the government's policy objectives.

DEVELOPMENTAL SERVICES BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554
8:30 - 5:00

The role of the Developmental Services Branch is to develop and evaluate policies and programs responding to the needs of adults with developmental disabilities and their families. The branch works closely with other divisions in the ministry, with other ministries and with community service delivery partners to support an integrated, responsive developmental service system and to ensure that programs and services delivered are consistent with the ministry's overall policy objectives.

ONTARIO DISABILITY SUPPORT PROGRAM BRANCH

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
www.cfcs.gov.on.ca/CFCS/en/programs
9:00 - 5:00

The Ontario Disability Support Program Branch is responsible for income and employment support policy for persons with disabilities. In addition, the branch is responsible for the social assistance forecast as well as caseload and expenditure analysis.

EMPLOYMENT AND INCOME SUPPORT POLICY UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
9:00 - 5:00

The **Employment** and **Income** Support Policy Unit is responsible for policy development, program design and implementation planning for the Ontario Disability Support Program. The income support component provides financial assistance for people with disabilities. The employment support component is designed to help people with disabilities to prepare for, obtain or maintain employment.

INCOME SUPPORT, COMPLIANCE AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-1735
9:00 - 5:00

The Income Support, Compliance and **Fraud** Control Unit is responsible for policy development, program design and implementation planning for issues related to determining financial eligibility for ODSP. It is also responsible for fraud control policy, information sharing, overpayments and **appeals**.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)326-1735
9:00 - 5:00

The **Statistics** and Analysis Unit supports the Ontario Disability Support Program and Ontario Works policy and program development through statistical analysis and forecasting. The unit analyzes social assistance data and prepares multi-year social assistance forecasts using economic and labour market trends.

ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777
8:30 - 5:00

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

AGENCIES, BOARDS AND COMMISSIONS

SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00

On June 1, 1998 a new **social assistance appeal** tribunal was created and called the Social Benefits Tribunal. This tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The Tribunal has jurisdiction to hear appeals regarding eligibility for, or the amount of social assistance under the Ontario Works Act, 1997 and the Ontario **Disability** Support Plan Act, 1997. **Hearings** are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeal**s by individuals regarding the Family Benefits Act. (FBA)

ACTS

Charitable Institutions Act, R.S.O. 1990, c. C.9
Child and Family Services Act, R.S.O. 1990, c. C.11 (sections 162 -174 inclusive)

Developmental Services Act, R.S.O. 1990, c. D.11 (except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services)
District Social Services Administration Boards Act, R.S.O. 1990, c. D.15
Family Benefits Act, R.S.O. 1990, c. F.2
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c. 31
Indian Welfare Services Act, R.S.O. 1990, c. I.4
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ontario Disability Support Program Act, 1997, S.O. 1997, c. 25, Sched. B
Ontario Works Act, 1997, S.O. 1997, c. 25, Sched. A
Social Work and Social Service Work Act, 1998, S.O. 1998, c. 31
Soldiers' Aid Commission Act, R.S.O. 1960, c. 377

MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000
TTY (416)326-5511
Toll Free 1-866-517-0572
Fax (416)325-6067
www.mpss.jus.gov.on.ca

The Ministry of Community Safety and Correctional Services is responsible for the safety and security of communities across Ontario through effective policing, correctional services and emergency services programs. The ministry promotes policing excellence by communicating with and providing advice to the police community, as well as through training, developing professional standards and establishing new programs. The Ontario Provincial Police provides front-line policing services to more than 400 municipal and First Nations communities. The ministry is also responsible for maintaining effective and efficient correctional programs that create an environment where offenders are better able to return to the community and make positive contributions to society. Through the work of the Office of the Chief Coroner, Office of the Fire Marshal, Centre of Forensic Sciences and Emergency Management Ontario, the ministry seeks to minimize or eliminate hazards to people and property.

DEPUTY MINISTER

COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
(416)326-5010 (Ministry Programs Info)
TTY (416)326-5511
TTY Toll Free 1-866-517-0572
Fax (416)326-3200
www.mpss.jus.gov.on.ca
8:30 - 5:30

With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Community Safety and Correctional Services and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, and related materials. Specialized units are dedicated to strategic communications, corporate issues coordination, internal communications and Web site coordination and correspondence management.

COMMUNITY SAFETY

OFFICE OF COMMISSIONER OF EMERGENCY MANAGEMENT

11th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9734
Fax (416)327-9739
8:30 - 5:00

The Commissioner of Emergency Management, is responsible for providing leadership to all facets of the government's emergency management programs, including the provision of expert advice and guidance to the Premier and Cabinet on policy, procedures and legislation for provincial emergencies and other crises; is the routine liaison with municipal, provincial, national, and international governments. Regular interaction with private sector experts and academics is also part of the Commissioner's commitment to emergency preparedness.

EMERGENCY MANAGEMENT ONTARIO

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Emergency Management Ontario (EMO) is responsible for the promotion, development, implementation and maintenance of effective emergency management programs throughout Ontario, and for the coordination of these programs with the federal government. EMO fulfills this provincial coordination role by assisting provincial ministries and communities in the development and implementation of their mandatory emergency management programs, and by maintaining the overall provincial emergency management program. EMO is organized into seven major program areas: Office of the Chief, Program Coordination, Program Development and **Standards**, Community Programs, Provincial Prevention, Mitigation and Preparedness Programs, Provincial Response and Recovery Programs, Support Programs and Training and Education.

BUSINESS SERVICES

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Business Services section coordinates administrative and support services; provides administrative support for the Joint **Emergency** Preparedness Program (JEPP) and the New Initiative Fund (NIF); provides information technology and telecommunication systems support; assists with the development of the Ministry Business Plan and provides strategic financial analysis.

COMMUNITY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Community Programs section provides advice and assistance to **municipalities** and **First Nations** for the promotion, development, implementation and maintenance of community **emergency** management programs; provides liaison, advice and assistance to support community emergency response; promotes joint community/industry emergency management programs; coordinates provincial support for the Ontario Critical Incident Stress Management Program and conducts emergency services liaison.

CENTRAL AREA

GEORGIAN SECTOR
PO Box 134
Minden K0M 2K0
General Inquiry (705)286-6653
Fax (705)286-3258
8:00 - 4:00

SCUGOG SECTOR
PO Box 189
Millbrook L0A 1G0
General Inquiry (705)932-2200
Fax (705)932-2713
8:00 - 4:00

TORONTO SECTOR
77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-8615
Fax (416)314-3758
8:00 - 4:00

NORTHEASTERN AREA

AGAWA SECTOR
PO Box 958
Blind River P0R 1B0
General Inquiry (705)356-5630
Fax (705)356-5629
8:00 - 4:00

NORTHWESTERN AREA

WOODS SECTOR
Suite 404, 307 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (807)622-4650
Fax (807)622-4684
8:00 - 4:00

SOUTHEASTERN AREA

OTTAWA SECTOR
PO Box 30027
Ottawa K2H 8X4
General Inquiry (613)828-6689
Fax (613)828-6690
8:00 - 4:00

ST LAWRENCE SECTOR
PO Box 130 Station Main
Kingston K7L 4V6
General Inquiry (613)545-0372
Fax (613)545-3614
8:00 - 4:00

TRENT SECTOR
PO Box 823 Station Main
Cobourg K9A 4S3
General Inquiry (905)377-1648
Fax (905)377-1513
8:00 - 4:00

SOUTHWESTERN AREA

SAUGEEN SECTOR
370 Stone Rd W
PO Box 25011
Guelph N1G 4T4
General Inquiry (519)836-0213
Fax (519)836-9435
8:00 - 4:00

THAMES SECTOR
Unit L
Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)679-7055
Fax (519)675-7691
8:00 - 4:00

PROGRAM DEVELOPMENT AND STANDARDS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Program Development and Standards section conducts provincial hazard identification and risk assessment; develops, implements and coordinates the scientific program; develops and implements doctrine, regulations, standards, guidelines and recommended practices for emergency management and business/continuity of operations programs and administers the Emergency Management Act.

PROVINCIAL PREVENTION/MITIGATION AND PREPAREDNESS PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:30 - 4:30

Provincial Prevention/Mitigation and Preparedness Programs section develops and maintains the Provincial Nuclear **Emergency** Response Plan and the Provincial Emergency Response Plan; develops, implements and maintains provincial prevention, mitigation and preparedness emergency management programs; develops, implements and maintains critical infrastructure assurance programs; develops and implements the provincial exercise program and maintains the provincial Priority Access for Dialling program.

PROVINCIAL RESPONSE AND RECOVERY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Provincial Response and Recovery Programs section operates the Provincial Emergency Operations Centre; coordinates provincial emergency response; develops, implements and maintains procedures for emergency response; conducts training for Provincial Emergency Operations Centre staff; develops and maintains the Emergency Management Ontario continuity of operations program; develops, implements and maintains provincial emergency response and recovery programs.

TRAINING AND EDUCATION

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:00 - 4:30

Training and Education section develops, implements and maintains the provincial emergency management **public education** program; provides advice and assistance to communities for the

development of emergency management training and public education programs; develops and delivers the provincial emergency management training program.

CENTRAL AREA
77 Wellesley St W
PO Box 222
Toronto N7A 1N3
General Inquiry (905)273-5172
Fax (905)273-3081
8:00 - 4:00

NORTHERN AREA
1776 Lasalle Blvd
PO Box 2631
Sudbury P3A 5J2
General Inquiry (705)693-9124
Fax (705)693-9850
8:00 - 4:00

SOUTHEASTERN AREA
PO Box 1694
Cornwall K6H 5V7
General Inquiry (613)933-1363
Fax (613)933-5223
8:00 - 4:00

SOUTHWESTERN AREA
Suite 20018, 416 St Clair St
Chatham N7L 5K6
General Inquiry (519)355-1606
Fax (519)355-0374
8:00 - 4:00

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
www.gov.on.ca/opp/
8:00 - 4:30

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offender**s who may be lawfully taken into **custody**.

PCC LONDON
661 Exeter Rd
London N6E 1W3
General Inquiry (519)680-4650
24 Hours

PCC ORILLIA
Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
8:00 - 5:00

PCC SMITHS FALLS
91 Cornelia St W
PO Box 15
Smiths Falls K7A 5L3
General Inquiry (613)284-4400
(613)284-4997 (Dispatch)
Fax (613)284-4495

PROFESSIONAL STANDARDS BUREAU

Lincoln M Alexander Bldg
1st Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6051
Fax (705)329-6050
Fax (705)329-6069
8:15 - 4:30

The Professional Standards Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The

bureau ensures compliance with applicable sections of the Police Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:
Public Complaints against Police Officers

PROGRAM SUPPORT

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7594
Fax (705)329-6123
8:15 - 4:30

The Field and Traffic Safety Bureau, Program Support provides leadership in traffic, marine, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.

REGIONAL HEADQUARTERS

Ontario Provincial Police field operations are undertaken through regional/district offices and detachments.

OPP CENTRAL REGION HEADQUARTERS
Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30

BARRIE DETACHMENT
20 Rose St
Barrie L4M 2T2
General Inquiry (705)726-6484
(705)835-2063 (Oro-Medonte Community Policing)
(705)726-7349 (South Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00

BRACEBRIDGE DETACHMENT
690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
(705)765-0597 (Port Carling Community Policing)
(705)375-0339 (MacTier Community Policing)
(705)645-5765 (Bracebridge Community Policing)
(705)726-4130 (Bala)
(705)687-5023 (Gravenhurst Community Policing)
(705)687-5023 (Gravenhurst)
Fax (705)645-3350
8:00 - 9:00

COLLINGWOOD DETACHMENT
201 Ontario St
Collingwood L4M 4M4
General Inquiry (705)445-4321
(519)599-6644 (Thornbury Satellite office)
Fax (705)445-7024

DUFFERIN DETACHMENT
Hwy 10 Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
(519)466-5499 (Melancthon/Mulmur Township Community Policing)
(519)928-2019 (East Luther/Grand Valley Community Policing)
(519)941-2982 (Mono Township Community Policing)
Fax (519)925-6462
8:00 - 9:00

HALIBURTON HIGHLANDS DETACHMENT
Hwy 35 Bypass
PO Box 58
Minden K0M 2K0
General Inquiry (705)286-1431
(705)766-9108 (Dorset Community Policing)
(705)447-3005 (Gooderham Community Policing)
(705)457-1460 (Haliburton Community Policing)
(705)448-3763 (Wilberforce Community Policing)
(705)286-6562 (Minden Community Policing)
(705)488-2088 (Kinmount Community Policing)
Fax (705)286-4532

HUNTSVILLE DETACHMENT
1000 River Rd W
Huntsville L9Z 1A2
General Inquiry (705)789-5551
(705)767-2325 (Baysville Community Policing)
(705)635-2212 (Dwight Community Policing)
(705)789-2677 (Huntsville Community Policing)
(705)385-1673 (Port Sydney Community Policing)
Fax (705)789-7666
8:00 - 9:00

HURONIA WEST DETACHMENT
1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale & N Springwater Community Policing)
(705)428-3889 (Clearview Community Policing)
(705)792-0306 (Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)429-3616
8:00 - 9:00

MNJIKANING FIRST NATIONS
5984 Rama Rd
PO Box 206
Rama L0K 1T0
General Inquiry (705)325-7773
Fax (705)325-4522

NORTHUMBERLAND DETACHMENT
20 Industrial Dr
Campbellford K0L 1L0
General Inquiry (905)372-5421
(905)352-3889 (Alnwick/Alderville Community Policing)
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)349-1100 (Haldimand Twp Community Policing)
(705)924-2931 (Warkworth/Percy Twp Community Policing)
(705)653-3154 (Campbellford/Seymour Community Policing)
(905)653-3300 (Campbellford)
(613)475-9424 (Brighton/Brighton Twp Community Policing)
(905)753-2230 (Hope Twp Community Policing)
(705)696-2424 (Hastings Community Policing)
Fax (905)372-1301
8:00 - 6:00

BRIGHTON
95 Dundas St
PO Box 117
Brighton K0K 1H0
General Inquiry (613)475-1313
Fax (613)475-1331
8:00 - 6:00

CAMPBELLFORD OFFICE
20 Industrial Dr
PO Box 790
Campbellford K0L 1L0
General Inquiry (705)653-3300
Fax (705)653-5171
8:00 - 6:00

COBOURG OFFICE
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
Fax (905)372-1301
8:00 - 6:00

NOTTAWASAGA DETACHMENT
29 Main St W
PO Box 220
Beeton L0G 1A0
General Inquiry (905)435-4490
(705)424-0170 (Angus Community Policing)
(905)936-2777 (C.O.P.S. Community Policing)
(705)435-4490 (Alliston Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (905)729-4007
8:00 - 9:00

ORILLIA DETACHMENT
66 Peter St S
Orillia L3V 5B1
General Inquiry (705)326-3536
(705)686-7131 (Coldwater Community Policing)
(705)484-1578 (Ramara Community Policing)
(705)689-1434 (West Shore Community Policing)
Fax (705)326-4126
8:00 - 9:00

PETERBOROUGH COUNTY DETACHMENT
453 Lansdowne St E
PO Box 477
Peterborough K9J 6Z6
General Inquiry (705)742-0401
(705)292-8737 (Smith/Ennismore Township Community Policing)
(705)932-0401 (Millbrook/Cavan Township Community Policing)
(705)657-8718 (Harvey Township Community Policing)
(705)639-2265 (Norwood/Asphodel Township Community Policing)
(705)745-9000 (Crime Stoppers)
(705)656-4431 (Apsley)
(705)778-2787 (Havelock Community Policing)
Fax (705)742-9247
8:00 - 9:00

SOUTHERN GEORGIAN BAY
1686 Hwy 12
PO Box 250
Midland L4R 4K8
General Inquiry (705)526-3761
(705)549-8922 (Penetanguishene)
(705)247-2040 (Beausoleil First Nations Community Policing)
(705)534-7710 (Tay Township Community Policing)
(705)361-1896 (Tiny Township Community Policing)
(705)538-1920 (Georgian Bay Township Community Policing)
Fax (705)526-6700
8:00 - 5:00

THE CITY OF KAWARTHA LAKES DETACHMENT
21 Angeline St N
Lindsay K9V 5B7
General Inquiry (705)324-6741
(705)488-2088 (Kinmount Community Policing)
(705)277-3073 (Bethany sub office)
(705)887-9634 (Fenelon Falls sub office)
(705)838-1155 (Sebright sub office)
(705)439-3144 (Woodville sub office)
(705)799-2083 (Omemee sub office)
(705)738-2032 (Bobcageon sub office)
Fax (705)324-8479

OPP EASTERN REGION HEADQUARTERS
3312 County Rd 43 E
PO Box 2020
Smiths Falls K7A 5K8
General Inquiry (613)284-4500 (Perth Telecommunications)
(613)284-4450 (Alternate)
Toll Free 1-888-310-1122 (OPP 24-Hour Service)
TTY Toll Free 1-888-310-1133 (OPP 24 Hour Service)
Fax (613)284-4597 (PCC Smiths Falls)
8:15 - 4:30

DETACHMENTS

ARNPRIOR MUNICIPAL DETACHMENT
44 John St N
PO Box 337
Arnprior K7S 3H6
General Inquiry (613)623-3131
Fax (613)623-2323
8:00 - 4:00

BANCROFT DETACHMENT
64 Monck St
PO Box 640
Bancroft K0L 1C0
General Inquiry (613)332-2112
Fax (613)332-5618
8:15 - 4:30

CENTRAL HASTINGS DETACHMENT
105953 Hwy 7
PO Box 490
Madoc K0K 2K0
General Inquiry (613)473-4234
(613)969-8477 (Crime Stoppers)
Fax (613)473-5029
8:00 - 4:30

FRONTENAC DETACHMENT
5282 Hinchinbrooke Rd
PO Box 141
Hartington K0H 1W0
General Inquiry (613)372-1932
(613)549-5761 (Crime Stoppers, Kingston)
Fax (613)372-1938
Fax (613)549-4469 (Crime Stoppers)
8:00 - 4:30

GRENVILLE COUNTY DETACHMENT
1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30

HAWKESBURY DETACHMENT
419 Cartier Blvd
Hawkesbury K6A 1V9
General Inquiry (613)632-2729
Fax (613)632-8621
7:00 - 11:00

KILLALOE DETACHMENT
15368 Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30

LANARK COUNTY DETACHMENT
75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:00 - 4:30

LEEDS COUNTY DETACHMENT
4109 County Rd 29
RR 4, PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202
8:00 - 4:30

NAPANEE DETACHMENT
86 Advance Ave
Napanee K7R 3Y5
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 6:00

OTTAWA PROVINCIAL TRAFFIC DETACHMENT
937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30

PRINCE EDWARD DETACHMENT
13239 Loyalist Pky Hwy 33 W
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00

RENFREW DETACHMENT
127 Raglan St S
Renfrew K7V 1P8
General Inquiry (613)432-3211
Fax (613)432-7810
8:00 - 4:30

RUSSELL COUNTY DETACHMENT
411 New York Central Ave
PO Box 1140
Embrun K0A 1M0
General Inquiry (613)443-4499
Fax (613)443-5051
8:00 - 4:00

STORMONT, DUNDAS AND GLENGARRY DETACHMENT
1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:15 - 4:30

UPPER OTTAWA VALLEY DETACHMENT
1913 Petawawa Blvd
Pembroke K8A 7H5
General Inquiry (613)735-0188
Fax (613)735-7427
8:00 - 5:00

PENITENTIARY SQUAD
355 Counter St
PO Box 2170
Kingston K7L 5C7
General Inquiry (613)530-3183
Fax (613)530-3191
8:00 - 4:00

OPP GREATER TORONTO REGIONAL HEADQUARTERS
100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30

AURORA DETACHMENT
100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-6794
8:15 - 4:30

BURLINGTON DETACHMENT
1160 North Shore Blvd E
PO Box 5021 Stn A
Burlington L7S 1C5
General Inquiry (905)681-2511
Fax (905)681-2893
8:00 - 4:30

CALEDON DETACHMENT
6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Fax (905)584-2188
8:00 - 4:30

CAMBRIDGE DETACHMENT
500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650
8:00 - 4:30

NIAGARA DETACHMENT
5345 Stanley Ave
PO Box 358
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636
8:00 - 4:30

PORT CREDIT DETACHMENT
49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
Fax (905)278-5486
8:00 - 4:30

TORONTO DETACHMENT
2682 Keele St
Toronto M3M 3G5
General Inquiry (416)235-4981
Fax (416)235-1697
8:00 - 4:30

WHITBY DETACHMENT
1302 Henry St
PO Box 57
Whitby L1N 5R7
General Inquiry (905)668-3388
Fax (905)668-3651

OPP NORTH EAST REGION
HEADQUARTERS
875 Gormanville Rd
PO Box 140
North Bay P1B 8G8
General Inquiry (705)475-3300
General Inquiry (705)475-2600
Toll Free 1-888-310-1122 (24 Hrs - North Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)
Fax (705)475-2697
8:15 - 4:30

DETACHMENTS

ALMAGUIN HIGHLANDS DETACHMENT
Hwy 520
PO Box 514
Burk's Falls P0A 1C0
General Inquiry (705)382-2015
Fax (705)382-2495
8:15 - 4:30

COCHRANE DETACHMENT
64 Third Ave
PO Box 120
Cochrane P0L 1C0
General Inquiry (705)272-4391
Fax (705)272-4380
8:15 - 4:30

EAST ALGOMA DETACHMENT
Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 5:00

KAPUSKASING DETACHMENT
356 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00

HEARST SATELLITE OFFICE
1019 Front St
Hearst P0L 1N0
General Inquiry (705)362-4245
Fax (705)362-4130
8:00 - 4:00

KIRKLAND LAKE DETACHMENT
26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00

MANITOULIN DETACHMENT
15504 Hwy 6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30

NOELVILLE ADMINISTRATION CENTRE
Hwy 64 S
PO Box 96
Noelville P0M 2N0
General Inquiry (705)898-2211
Fax (705)898-2143
8:15 - 4:30

KILLARNEY SATELLITE OFFICE
55 Charles St
Killarney P0M 2A0
General Inquiry (705)287-2881
Fax (705)287-2690

WARREN SATELLITE OFFICE
38 Rutledge St
Warren P0H 2N0
General Inquiry (705)967-2913
Fax (705)967-2747
8:15 - 4:30

NORTH BAY DETACHMENT
867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00

SAULT STE MARIE DETACHMENT
742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30

SOUTH PORCUPINE DETACHMENT
Hwy 101 & Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
7:30 - 4:30

SUDBURY/ESPANOLA DETACHMENT
McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00

SUPERIOR EAST DETACHMENT
34 Pinewood Dr Hwy 17S
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
7:30 - 5:00

TEMISKAMING DETACHMENT
300 Armstrong St N
PO Box 6000
New Liskeard P0J 1P0
General Inquiry (705)647-8400
Fax (705)647-9266
8:00 - 4:30

WEST PARRY SOUND DETACHMENT
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4225
Fax (705)746-9731
8:00 - 4:00

OPP NORTH WEST REGION HEADQUARTERS
2nd Flr, 615 James St S
Thunder Bay P7E 6P6
General Inquiry (807)473-2700
Fax (807)473-2796 (Administration)
8:00 - 4:00

ARMSTRONG DETACHMENT
King St
PO Box 10
Armstrong P0T 1A0
General Inquiry (807)583-2394
Fax (807)583-2285
8:30 - 5:00

DRYDEN DETACHMENT
389 Government Rd
Dryden P8N 2P4
General Inquiry (807)223-2221
Fax (807)223-4002

IGNACE SATELLITE OFFICE
Hwy 17
PO Box 158
Ignace P0T 1T0
General Inquiry (807)934-2265
(807)223-2221 (Dryden)
Fax (807)934-6053 (Via Dryden)

FORT FRANCES DETACHMENT
320 Portage Ave
Fort Frances P9A 3P6
General Inquiry (807)274-3322
Fax (807)274-7541

ATIKOKAN SATELLITE OFFICE
130 Hwy 622
PO Box 698
Atikokan P0T 1C0
General Inquiry (807)597-2120
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)597-2255
Fax (807)274-7541 (Via Fort Frances Detachment)
8:00 - 4:00

EMO SATELLITE OFFICE
Hwy 11
Emo P0W 1E0

PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)482-2071
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)482-2074
Fax (807)274-7541 (Via Fort Frances Detachment)

RAINY RIVER SATELLITE OFFICE
622 Atwood Ave
Rainy River P0W 1L0

320 Portage Ave
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)852-3271
Fax (807)852-3517

GREENSTONE DETACHMENT
901 Main St
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)854-1333
Fax (807)854-1353

LONGLAC SATELLITE OFFICE
Hwy 11
Longlac P0T 2A0

PO Box 339
Geraldton P0T 1M0
General Inquiry (807)876-2248
(807)854-1333 (Via Geraldton Detachment)
Fax (807)876-2950
Fax (807)854-1353 (Via Geraldton Detachment)

KENORA DETACHMENT
350 Hwy 17A
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)548-5534
Fax (807)548-8381

MINAKI SATELLITE OFFICE
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)224-3341
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)224-2331

SIOUX NARROWS NESTOR FALLS SATELLITE OFFICE
Hwy 71
Sioux Narrows P0X 1N0
General Inquiry (807)226-5211
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)226-5351

MARATHON DETACHMENT
6 Hemlo Dr
PO Box 490
Marathon P0T 2E0
General Inquiry (807)229-0220
Fax (807)229-1852
8:00 - 4:30

MANITOUWADGE SATELLITE OFFICE
Manitou Rd
PO Box 490
Manitouwadge P0T 2C0
General Inquiry (807)826-4641
(807)229-0220 (Via Marathon Detachment)
Fax (807)826-3243
Fax (807)229-1852 (Via Marathon Detachment)

NIPIGON DETACHMENT
11/17 Hwy
RR 1, PO Box 187
Nipigon P0T 2J0
General Inquiry (807)887-2637
Fax (807)887-2399
8:15 - 4:30

SCHREIBER SATELLITE OFFICE
23 Kingsway Rd
PO Box 187
Schreiber P0T 2S0
General Inquiry (807)824-2333
Fax (807)887-2637 (Via Nipigon)
Fax (807)824-3469

PICKLE LAKE DETACHMENT
Anne St
PO Box 70
Pickle Lake P0V 3A0
General Inquiry (807)928-2211
Fax (807)928-2268

RED LAKE DETACHMENT
115 Howey St
PO Box 342
Red Lake P0V 2M0
General Inquiry (807)727-2418
Fax (807)727-2578
8:00 - 5:00

EAR FALLS SATELLITE OFFICE
Hwy 105
PO Box 342
Ear Falls P0V 2M0
General Inquiry (807)222-3112
Fax (807)222-3658
8:00 - 4:00

SIOUX LOOKOUT DETACHMENT
62 Queen St
PO Box 128
Sioux Lookout P8T 1A1
General Inquiry (807)737-2020
Fax (807)737-1785
8:30 - 4:30

THUNDER BAY DETACHMENT
2787 Hwy 11/17
RR 2
Thunder Bay P7C 4V1
General Inquiry (807)939-2133
Fax (807)939-2144
8:15 - 4:30

SHABAQUA SATELLITE OFFICE
Hwy 11/17
RR 2
Shabaqua P0T 1X0
General Inquiry (807)933-4462
Fax (807)933-4433
8:15 - 4:30

UPSALA SATELLITE OFFICE
Hwy 17
Upsala P0T 2Y0
General Inquiry (807)986-2211
Fax (807)986-1331
8:30 - 5:00

OPP WESTERN REGION HEADQUARTERS
6355 Westminster Dr
PO Box 57 Lambeth Stn
London N6P 1T2
TTY Toll Free 1-888-310-1133
Fax (519)652-4165 (Chief Superintendent/ Superintendents)
Fax (519)652-4164 (Main Office)
8:15 - 4:30

DETACHMENTS

BRANT COUNTY DETACHMENT
28 Mechanic St
Paris N3L 1K2
General Inquiry (519)442-2241
Fax (519)442-6808
8:15 - 4:30

BRUCE PENINSULA DETACHMENT
Hwy 6
PO Box 460
Wiarton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30

CHATHAM/KENT DETACHMENT
535 Park Ave E
RR 4
Chatham N7M 5J4
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00

ELGIN DETACHMENT
42696 John Wise Line
RR 5, PO Box 22045
St Thomas N5P 2J9
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30

ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00

GREY DETACHMENT (FORMERLY OWEN SOUND)
317057 6+10 Hwy
RR 2
Chatsworth N0H 1G0
General Inquiry (519)794-7827
Fax (519)376-7827
8:00 - 4:30

HALDIMAND COUNTY
72 Hwy 54
Cayuga N0A 1E0
General Inquiry (905)772-3322
Fax (905)772-5815
8:15 - 4:30

HURON DETACHMENT (FORMERLY GODERICH)
79437 Bluewater Hwy
PO Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30

LAMBTON DETACHMENT (FORMERLY PETROLIA)
4224 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00

MIDDLESEX DETACHMENT
(FORMERLY STRATHROY)
28444 Centre Rd
RR 5
Strathroy N7G 3H6
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:30

NORFOLK COUNTY DETACHMENT
548 Queensway W
PO Box 738
Simcoe N3Y 4T2
General Inquiry (519)426-3434
(519)426-2294 (Administration)
Fax (519)426-5023 (Constables)
8:15 - 4:30

OXFORD DETACHMENT (FORMERLY WOODSTOCK)
90 Concession St E
Tillsonburg N4G 4Z8
General Inquiry (519)688-6540
Fax (519)688-5149 (24 hours)
8:00 - 4:00

PERTH COUNTY DETACHMENT
380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
7:00 - 5:00

SOUTH BRUCE DETACHMENT
1808 Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:00 - 4:30

WELLINGTON DETACHMENT(FORMERLY MOUNT FOREST)
250 Daly St
Palmerston N0G 2P0
General Inquiry (519)843-5490
Fax (519)843-4240
8:15 - 4:30

CORPORATE COMMUNICATIONS BUREAU

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6860 (329-NEWS)
Fax (705)329-6244
8:15 - 4:30

Corporate Communications Bureau provides communications leadership and advice, products and services encompassing all aspects of corporate internal and external communications. The Bureau is responsible for media relations, issues management, strategic communications, events management public relations groups, the museum, annual report, charitable campaigns, audio-visual services, commendations and awards, and coordinating the Web sites.

GRASSY NARROWS SATELLITE OFFICE
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)925-2221
(807)548-5534 (Via Kenora Detachment)
Fax (807)925-2479
Fax (807)548-8381 (Via Kenora Detachment)

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6886
Fax (705)329-6887
8:15 - 4:30

The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized **police** functions, **criminal** justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

INVESTIGATION BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30

It is the responsibility of Investigation Bureau to provide leadership and direction in investigative excellence, crime prevention and detection, and public education. This is accomplished through the application of reactive and proactive policing services in partnership with OPP Regions and Bureaus, municipal police services, community organizations, other government ministries and agencies to maintain a concerted effort in keeping the communities of Ontario safe.

INVESTIGATION SUPPORT BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

CRIMINAL PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

The Criminal Profiling Unit, part of the Behavioural Sciences Section, provides investigative behaviour analysis and unknown offender profiles. Part of their function is equivocal death analysis as well as investigative suggests, assistance with search warrant presentation and criminal trial suggestions.

FORENSIC PSYCHIATRY

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

Forensic Psychiatry is part of Behavioural Sciences Section. It assists all Behavioural Sciences units on mental health issues surrounding criminal profile analysis. It is also used as a consultant in hostage situations and/or negotiations.

GEOGRAPHIC PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

Geographic Profiling Unit is part of Behavioural Sciences Section. It provides investigative tactics for connected series of offences and/or related crimes with the intent of zeroing in on primary areas (sources) of criminal activity.

POLYGRAPH SERVICES UNIT

Lincoln M Alexander Bldg OPP GHQ
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

Polygraph Services Unit is part of Behavioural Sciences Section. It provides polygraph testing services and expertise in interview, interrogation and statement analysis to Ontario police services.

SEX OFFENDER REGISTRY UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

The Sex Offender Registry (SOR) enforces Christopher's Law (Sex Offender Registry), 2000. The legislation came into effect April 23, 2001. Mandatory registration applies to those individuals convicted of a criteria sex offence in Canada and are serving a sentence on the day the legislation was proclaimed, or convicted of a criteria sex offence on or after the day the legislation came into force. Other individuals obligated by law to register are those who have been found not criminally responsible on account of a mental disorder and given an absolute or conditional discharge, on or after the day the legislation came into effect.

THREAT ASSESSMENT UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30

The Threat Assessment Unit is part of the Behavioural Sciences Section. This unit provides investigative support to criminal justice agencies involving threatening activities from groups or individuals. The process entails the analysis of certain indicators to assess and/or predict the likelihood of violent acts and includes stealing and other criminal harassment.

FORENSIC IDENTIFICATION AND PHOTOGRAPHIC SERVICES SECTION

Lincoln M Alexander Bldg OPP GHQ
Bsmt, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6970
8:15 - 4:30

Forensic Identification is responsible for a range of identification disciplines which includes fingerprint and footwear detection as well as physical matches for tool marks and tire impressions. The Photographic Lab provides a full range of photofinishing services in support of Criminal Investigations and public relations. Forensic Identification Program Management coordinates the administrative policy and procedures of the field Technical Identification Services Units.

INTELLIGENCE BUREAU

Lincoln M Alexander Bdlg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6584
8:15 - 4:30

The Intelligence Bureau anticipates, prevents and monitors criminal activities with respect to an identifiable person or groups of persons involved in organized or sophisticated and professional crime by investigating source information and collecting, analyzing and disseminating intelligence data derived there from.

GHQ DETACHMENT
Lincoln M Alexander Bldg
1st Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7520

QUEEN'S PARK DETACHMENT
MacDonald Block
Rm M2-75, 777 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2367
Fax (416)327-2376

VIP PROTECTIVE SERVICES SECTION

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30

The VIPPSS is responsible for the provision of personal security for senior government officials including the Premier and Lieutenant Governor, and visiting dignitaries. Advice is provided to the government in relation to all aspects of property and physical security. Members of the section

provide specialized training to ensure a high standard of service delivery. Additionally, background checks are conducted on request on government employees. The Section also investigates incidents and letters of a threatening and embarrassing nature that are directed at the provincial government.

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:00 - 4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of police services in Ontario is monitored by conducting audits and inspections.

CRIMINAL INTELLIGENCE SERVICE ONTARIO (CISO)

70 Galaxy Blvd
Toronto M9W 4Y6
General Inquiry (416)679-2100
Fax (416)679-2102
8:30 - 4:30

Criminal Intelligence Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE

10716 Hacienda Rd
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-8225 (Training Office)
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration)
8:30 - 4:30

The Ontario **Police** College is designed to provide a complete **training** program for Ontario police services, from recruitment through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

PRIVATE INVESTIGATORS AND SECURITY GUARDS BRANCH

MacLean Hunter Bldg
15th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-0050
Fax (416)326-0034
8:00 - 4:00

Private Investigators and Security Guards Branch governs and licences individuals and agencies under the Private Investigators and Security Guards in Ontario.

POLICY AND PUBLIC SAFETY PROGRAMS DIVISION

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)212-4437
Fax (416)314-3388
8:30 - 4:30

The Ministry's Policy and Public **Safety** Programs Division provides public safety programs that contribute to the protection of life, property, and justice through the Office of the Fire Marshal, Office of the Chief Coroner, and the Centre of Forensic Sciences. The Division, through its Corrections and Community Safety Policy Branch, coordinates the Ministry's policy planning exercise, and provides strategic policy advice on corrections and community safety related issues.

CENTRE OF FORENSIC SCIENCES

George Drew Bldg
2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30

The Centre of **Forensic Science**s prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's alcohol breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

CORRECTIONS AND COMMUNITY SAFETY POLICY BRANCH

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)212-4221
Fax (416)212-4020
8:30 - 5:30

Corrections and Community Safety Policy Branch is responsible for ensuring the government's Justice Agenda is achieved by: providing strategic policy advice; liaising and consulting with Central Agencies, Minister's Office and the Premier's Office to ensure the Justice Agenda is reviewed and considered by Cabinet; preparing and presenting policy documents including: Cabinet submissions, options papers, briefing notes, issues notes, and House notes; facilitating and leading project teams established to respond to the justice policy agenda; coordinating the strategic policy planning exercise for the Ministry of Community Safety and Correctional Services and coordinating the provincial response to Federal/Provincial/Territorial (FPT) meetings.

CORPORATE EVALUATION AND ANALYSIS

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-7331
Fax (416)212-4020
8:30 - 4:30

Corporate Evaluation and Analysis unit is part of the Corrections and Community Safety Policy Branch. The unit is responsible for providing leadership/coordination on strategic business planning functions specifically vision, key strategies, environmental scanning, performance measures and risks; evaluation of ministry data (e.g. Domestic Violence, Fail to Stop, Sex Offender Registry, evaluation of Ontario Domestic Assault Risk Assessment), and liaising with Statistics Canada (Canadian Centre or Justice Statistics) as partners in the National Justice Statistics Initiative to enable the collection of justice data and keep ministry officials informed on national justice statistics.

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
(416)314-4100 (After Hours)
Toll Free 1-877-991-9959
Fax (416)314-4030
8:00 - 5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and complete **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT

Coroners Bldg
Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The unit facilitates various **educationa**l programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

TORONTO CORONERS DISPATCH
OFFICE AND MORGUE
Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours

TORONTO INQUEST COURTS
Main Flr, 15 Grosvenor St
Toronto M7A 2G6
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00

REGIONAL SUPERVISING CORONERS

CENTRAL REGION
Suite 700, 24 Queen St E
Brampton L6V 1A3
General Inquiry (905)874-3972
Fax (905)874-3976
8:30 - 4:30

CENTRAL WEST REGION
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30

EASTERN REGION
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45

NIAGARA REGION
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30

NORTHEAST REGION
2nd Flr, 453 Lansdowne St E
Peterborough K9J 6X9
RR 3, PO Box 10009
North Monaghan Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9:00 - 5:00

NORTHWESTERN REGION
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15

SOUTHWESTERN REGION
1st Flr Unit L Rm 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)675-7689
Fax (519)675-7691
8:30 - 4:45

TORONTO EAST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-1013
Fax (416)314-4030
8:30 - 4:30

TORONTO WEST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4105
Fax (416)314-4030
8:00 - 5:00

OFFICE OF THE FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
www.ofm.gov.on.ca
8:30 - 5:00

The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **award**s program for Ontario **firefighter**s and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS AND EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. Another major activity of this section is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **educatio**nal/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Programs.

EMERGENCY PREPAREDNESS ACADEMIC UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

The Emergency Preparedness Academic Unit consults with multi-discipline stakeholders to develop, implement and evaluate inter-agency training and education initiatives for first response and emergency service agencies.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

Testing and Evaluation Unit provides consultative services to the Office of the Fire Marshal, (OFM) programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 5:00

The Deputy Fire Marshal is responsible for overall operations of the Office of the Fire Marshal, (OFM), through a number of sections. Through the Corporate Support Section essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services. Technical issues and legislature development are managed through Fire Safety Standards and the Applied Research Section. Fire investigations are managed through the Fire Investigations and Evaluations Section.

FIRE INVESTIGATION SERVICES

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3263
8:30 - 5:00

Fire **Investigation** Services is responsible for investigating **fire** and explosion occurrences where there is a provincial interest, or where specialized fire expertise is required by other investigative agencies. This involves the determination of the origin, cause and circumstances of the fire and reporting on all factors that may have contributed to the loss of life or severity of the fire.

FIRE INVESTIGATION
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-8465
Toll Free Fax 1-800-361-5186
8:30 - 5:00

FIRE INVESTIGATION
McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3E 4N1
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
Toll Free Fax 1-800-387-9265
8:30 - 5:00

APPLIED RESEARCH

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 5:00

Applied Research will provide relevant technical advice to the fire service, public and staff of the Office of the Fire Marshal. Applied Research administers the Lightning Rods Act.

FIRE SAFETY STANDARDS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 4:15

Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeal**s, developing **inspection** standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **building**s, and government buildings.

FIELD FIRE PROTECTION SERVICES

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-7704
Fax (705)725-7259
Toll Free Fax 1-800-361-5186
8:30 - 5:00

Field Fire Protection Services supports the municipal provision of fire protection services and ensures the Office of the Fire Marshal's legislated responsibilities under the Fire Protection and Prevention Act are met. This is accomplished through the provision of advice and assistance to municipalities in fire prevention and public fire safety; fire code enforcements; and emergency service delivery. The unit develops guidelines and processes to assist municipalities in delivering the appropriate level of fire protection based on their needs and circumstances and provides liaison and guidance regarding major human/natural emergencies.

EMERGENCY MANAGEMENT AND RESPONSE (EMR)
Ontario Fire College
1495 Muskoka Rd N
Gravehurst P1P 1W5
General Inquiry (705)687-2294
Fax (705)687-7911
8:30 - 5:00

REGIONAL OFFICE (NORTHEAST) - SUDBURY
McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3E 4N1
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:30 - 5:00

REGIONAL OFFICE (NORTHWEST) - THUNDER BAY
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:30 - 5:00

REGIONAL OFFICE (SOUTH) - MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-7259
8:30 - 5:30

STRATEGIC DEVELOPMENT UNIT
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 5:00

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-9653 (Registration)
Toll Free 1-800-565-0613 (Hotline)
Fax (705)687-4611 (Registration)
Fax (705)687-7911
8:00 - 5:00

The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

CORPORATE PLANNING AND SERVICES DIVISION

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:30

The Corporate Planning and Services Division provides strategic leadership for the Ministry of Community Safety and Correctional Services in the areas of: Corporate Evaluation and Analysis; Business Planning; Human Resources; Financial Controllership; Facilities, Emergency Management and Security; French Language Services; Freedom of Information and Audit. The division is also the ministry lead for key corporate projects such as the OPS Common Services Standards and Quality Service Framework. Divisional staff are located in cities across the province including Toronto, Orillia, North Bay and London.

ADMINISTRATIVE SUPPORT UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

Administrative Support Unit provides back up for consultants and analysts.

BUSINESS AND FINANCIAL PLANNING BRANCH

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

The Business and Financial Planning Branch coordinates results-based planning and fiscal management processes and manages the service level agreements with Ontario Shared Services for the Ministry of Community Safety and Correctional Services. The branch is made up of the Business Planning Unit and the Corporate Controllership Unit. Close coordination is maintained with the Ministry of the Attorney General.

BUSINESS PLANNING UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465

The Business Planning Unit provides business planning support and advice to the ministry's program areas. It develops integrated approaches to business planning in collaboration with corporate controllership, program areas, and other corporate support functions. It leads the development, analysis and coordination of the annual Results-based Plan and develops and analyzes business plans, in-year submissions and other initiatives to ensure that they reflect ministry and government key business directions. The unit promotes an understanding of the ministry's business plan at all levels of the organization and to external key stakeholders. It supports senior management decision-making and liaises with the Ministry of Finance and other central agencies on behalf of the Ministry.

CORPORATE CONTROLLERSHIP UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465

The Corporate Controllership Unit monitors the ministry fiscal plan against performance, compiles financial reports for management and Central Agencies, supports responsible and accountable financial management, accounting and control to ensure compliance with ministry and government standards. The unit also provides expenditure management, controllership, financial and procurement education and advice to client groups, develops and implements financial policies and procedures and liaises with Ontario Shared Services. Also, the unit provides IFIS management of

end users, maintains the chart of accounts and is responsible for journal coordination and appropriate use of journals/MOUs.

FACILITIES, EMERGENCY MANAGEMENT AND SECURITY BRANCH

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-1464
Fax (416)327-1470
8:30 - 5:00

The Facilities, Emergency Management & Security Branch (FEMSB) provides planning, coordination and project delivery of capital and accommodations projects for the Ministry province-wide. The Branch is responsible for the development and maintenance of the province's design and security standards for Ministry facilities, provides quality assurance of standards compliance in projects, and offers facilities operational advise. FEMSB also provides institutional facilities decommissioning services. FEMSB is responsible for the coordination of the Ministry Emergency Management Program, including the identification of hazards and critical infrastructure, risk assessments, continuity of Ministry operations, and management of the Ministry Emergency Operations Centre.

FRENCH LANGUAGE SERVICES FOR THE JUSTICE SECTOR

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:00 - 5:00

The Justice Sector French Language Services office monitors delivery of service in French to two ministries. The office provides advice to management and staff at the Ministry of the Attorney General and Ministry of Community Safety and Correctional Services relating to their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code of Canada. It also coordinates translation, complaints' investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries, the francophone community and the central agency, the Office of Francophone Affairs.

HUMAN RESOURCES BRANCH

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

Human Resources Branch provides strategic leadership, advice and services for the ministry in the following areas: recruitment, benefits, workforce information, planning and tracking, change management, grievance administration and labour relations.

JUSTICE SECTOR FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Justice Sector Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act (FIPPA) for the ministries of the Attorney General, Community Safety and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; liaison with the Information and Privacy Commissioner on appeals and mediation processes; investigating privacy complaints; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the FIPPA.

JUSTICE SECTOR FREEDOM OF INFORMATION AND PRIVACY - COMMUNITY SAFETY AND CORRECTIONAL SERVICES
4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

JUSTICE SECTOR QUALITY SERVICE/ KNOWLEDGE MANAGEMENT PROJECTS

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396

The Quality Service Project supports the justice sector in service excellence and organizational transformation. It provides strategic leadership, project support and advice on corporate initiatives that include: OPS Ideas Campaign, Innovation Fund, Public Sector Quality Fair, Framework for Action, Common Service Standards, OPS Spirit, and Employee Recognition. The Knowledge Management Project (KMP) provides support, guidance and expertise to Justice Sector business lines to ensure that knowledge is retained, accessible and reusable to save time, effort and promote efficiency. The KMP also supports the Justice Sector Knowledge Management Council and maintains the Justice Sector Knowledge Management intranet "In the Know". Project staff have developed informational sessions, the Knowledge Transfer Guide, and other KM tools to address issues of corporate memory loss and accessibility to information.

ONTARIO INTERNAL AUDIT- JUSTICE AUDIT SERVICE TEAM

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations.

Internal audit services are provided under the direction of the Chief Internal Auditor in the Ontario Internal Audit.

TORONTO
16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219

CORRECTIONAL SERVICES

ADULT COMMUNITY CORRECTIONS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-2387
Fax (416)314-9255
8:30 - 4:30 ♿

Adult Community Corrections is responsible for the supervision of adult **offender**s 18 years and over serving sentences in the community as part of probation, provincial **parole** or conditional sentence orders. Consistent with the Ministry of Community Safety and Correctional Services' commitment to community safety and crime prevention and as a partner in the criminal justice system, **probation and parole** officers (PPOs) work closely with all courts of criminal jurisdiction in Ontario, policing services and with the Ontario Parole and Earned Release Board (OPERB). PPOs prepare court-ordered reports for the Courts; prepare pre-parole reports for the OPERB; supervise probationers, parolees and conditional sentence offenders; enforce non-compliance with parole certificates, probation or conditional sentence orders; attend court as requested; liaise with community agencies, community correctional stakeholders and the public; and deliver rehabilitative core programs.

BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30 ♿

As part of the Ministry of Community Safety and Correctional Services, the Bell Cairn Staff Development Centre (Leadership, Development and **Training** branch) oversees Correctional Division learning and development programs, and provides consultation and organizational enhancement for all ministry staff. Services provided at the 70-bed residential Staff Development Centre include basic training for correctional officers, for private correctional agencies under contract to the ministry, for **probation and parole** officers, for youth services workers (Ministry of Children and Youth Services), ministry graduation/recognition/awards ceremonies, as well as a wide range of professional development and management training programs. The Centre produces a variety of training materials and supports which are available to the broader OPS training community.

OFFICE OF THE ANTI-RACISM COORDINATOR (OFFENDER SERVICES)

Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-4437
Toll Free 1-866-535-0019
Fax (905)704-4457
8:00 - 5:00

The function of the Office of the **Anti-Racism** Coordinator is to address anti-**discrimination** and multiculturalism issues impacting offenders throughout the ministry, and to monitor and assist the ministry to implement related initiatives.

WORKPLACE EFFECTIVENESS IMPLEMENTATION

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-2433
Fax (705)329-6611 (Orillia)
Fax (416)327-0074
8:00 - 5:00

Workplace Effectiveness Implementation is responsible for assisting managers to improve workplace relationships through the provision of advice around resolution mechanisms; implementation of related initiatives, including the Systemic Change Program; and to address multiculturalism issues in Correctional Services.

ADULT INSTITUTIONAL SERVICES

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-6669
8:30 - 5:00

Adult Institutional Services (AIS) is responsible for supervising adult **offender**s 18 years old and over in custody awaiting trial, sentencing or other judicial proceedings, or those serving sentences not exceeding two years less-a-day. Guided by the Directors of Management and Operational Support and Strategic and Operational Initiatives, Finance Business Systems, and four regional offices, AIS provides coordinated support to manage institutional facilities, such as jails, detention centres, correctional centres and treatment centres. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following reports: Management and Operational Support; Strategic and Operational Initiatives; and four regional offices.

ALTERNATIVE SERVICE DELIVERY

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6699
Fax (416)327-1817
9:00 - 5:00

The Alternative Service Delivery unit has been established as one part of the ministry's transformation plan to support and enhance the ministry's multi-year improvement strategy of correctional services in Ontario. It is responsible for establishing partnerships with service providers, in either the public or private sector, who contribute their expertise to assist the ministry in delivering safe, secure, efficient, effective and accountable services.

CONTRACT COMPLIANCE UNIT

1501 Fuller Ave
Penetanguishene L9M 2H4
General Inquiry (705)549-5121
Fax (705)549-5122
9:00 - 5:00

The Contract Compliance Unit monitors and ensures compliance of the contractual obligations regarding the operation of the Central North Correctional Centre (Penetanguishene) in delivering a safe, secure, efficient, effective and accountable correctional service.

FINANCE AND BUSINESS SYSTEMS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3316
8:30 - 5:00

The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational stream reporting to the Manager, Finance and Business Systems include the Financial Resources Unit.

FINANCIAL RESOURCES UNIT

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3316
8:30 - 5:00

The Financial Resources Unit, under the direction of the Manager, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

QUALITY ASSURANCE AND SPECIAL PROJECTS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3316
8:30 - 5:00

The Quality Assurance and Special Projects unit is responsible for undertaking quality assurance and compliance reviews of financial processes and practices under the direction of the Manager, Finance and Business Systems.

MANAGEMENT AND OPERATIONAL SUPPORT BRANCH

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-5987
8:30 - 5:00

The Management and Operational Support Branch is responsible for all aspects of service delivery, including the implementation and monitoring of procedures for the supervision of incarcerated adult offenders and adult offenders under community supervision.

ADULT COMMUNITY SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3386
Fax (705)494-3389
8:30 - 5:00

In collaboration and consultation with community and justice stakeholders, Adult Community Services develops, reviews and revises operational policies, procedures and programs for the supervision of adult offenders under probation, parole and conditional sentence. It also provides support to corporate, regional and field staff in the operation and monitoring of correctional programs and policies for adult offenders in the community.

ADULT INSTITUTIONAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3351
Fax (705)494-3364
8:30 - 5:00

The Adult Institutional Services (AIS) team develops, reviews, revises and implements operational and strategic policies and procedures for the supervision of incarcerated adult offenders and the administration of correctional facilities. It provides coordination and support to corporate partners in the promotion of initiatives, legislation, business plans, and overall policy development, and provides support to regional and field personnel concerning the operation of programs and services in adult correctional facilities. The AIS unit is also responsible for the successful operation of the Victim Notification System and the efficient and effective management of the Correctional Staff Clothing Unit.

CORRECTIONAL INVESTIGATION AND SECURITY UNIT

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6047
Fax (905)279-1295
8:00 - 5:00

The Correctional **Investigation** and Security Unit (CISU) is responsible for overseeing the ministry's high profile investigations involving significant violations of ministry policy and procedures with respect to **offender**s and/or ministry employees. This unit is also responsible for managing the development, implementation and communication of investigation and security standards in order to enable the ministry to enact changes to improve correctional business practices and to enhance public safety. The CISU coordinates the ministry Institutional Crisis Intervention

Teams and Cell Extraction Team and other preventative security programs. The CISU provides guidance during emergencies and major disturbances at ministry institutions.

ELECTRONIC SUPERVISION PROGRAM

165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800x232
Fax (905)661-2205 (London)
Fax (905)279-6023 (Mississauga)
7:00 - 4:00

The Ministry of Community Safety and Correctional Services has recently introduced the Electronic Supervision Program (ESP). The ESP allows for the introduction of modern, proven, and cost-effective tools to significantly enhance the ministry's ability to hold adult offenders accountable for complying with home curfew and house arrest conditions imposed by the courts and the Ontario Parole and Earned Release Board. The target population for the ESP includes adult offenders serving conditional sentences, offenders granted parole; and incarcerated offenders approved for the Temporary Absence Program. The ministry delivers this program through a public-private partnership. The private sector partner delivers specific services and technologies required and the ministry personnel retain core functions.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
7:30 - 5:00

The Information Management Unit is responsible for researching, analyzing and preparing correspondence, briefing and tour materials, as well as other communications and strategic management documents on contentious, urgent and sensitive corporate and operational correctional and justice-related issues and situations, for the Minister, Deputy Minister and Assistant Deputy Ministers.

TRILCOR CORRECTIONAL INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:30 - 4:30

Trilcor Correctional Industries is responsible for administering industrial programs. Trilcor operates industrial programs in four provincial **correctional centres**, as well as a business office in Milton. Trilcor's purpose is to provide meaningful work experience to adult **offender**s in a real life environment that will assist in preparing them for return to the community as a whole. Trilcor is charged with administering the manufacture and sale of the products and services it generates while supervising and **training** the inmate workforce. Trilcor markets its products to its parent ministry, other provincial ministries, federal agencies, municipal governments and police services.

STRATEGIC AND OPERATIONAL INITIATIVES BRANCH

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3316
8:30 - 5:00

The Strategic and Operational Initiatives Branch will focus on strategic planning, accountability framework design, priority setting and performance management approaches, which directly support correctional strategic directions.

PROFESSIONAL AND SHARED SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (416)314-5987 (Toronto, Recognition & Events)
Fax (416)327-6478 (Toronto, Medical)
Fax (519)571-6110 (Kitchener)
Fax (705)494-3364 (North Bay)
8:30 - 5:00

Professional and Shared Services unit establishes practice standards for professional services; develops related ministry operational policies and procedures; provides professional consultation and advice; monitors compliance with established standards and reports back to senior and local management; provides professional input on strategic issues; represents the ministry on the Provincial Schools Authority; supports ministry initiatives by orienting to portfolio areas, project assistance and maintaining strong linkages. This unit is also responsible for Critical Incident Stress Management, Chaplaincy Services and Aboriginal issues.

PROGRAM EFFECTIVENESS, STATISTICS AND APPLIED RESEARCH UNIT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3353
Fax (705)494-3364
8:30 - 5:00

The Program Effectiveness, Statistics and Applied Research Unit provides statistics and applied research services (including program evaluation) that: inform operational policy and program planning; form the "meat" of the corporate business planning products; and satisfy the Provincial Auditor's concerns relative to effectiveness, efficiency, and general 'value for money'.

REGIONAL OFFICES

CENTRAL REGION

ADULT COMMUNITY CORRECTIONS
Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-8388
8:30 - 5:00

ADULT INSTITUTIONAL SERVICES
160 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)212-6727
Fax (416)314-0527
8:30 - 5:00

EASTERN REGION

ADULT COMMUNITY CORRECTIONS
25 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7350
Fax (613)531-8496
8:30 - 5:00

ADULT INSTITUTIONAL SERVICES
25 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7350
Fax (613)544-6460
8:30 - 5:00

NORTHERN REGION

ADULT COMMUNITY CORRECTIONS
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (807)343-7521 (Thunder Bay)
General Inquiry (705)494-3430
Fax (807)343-7692 (Thunder Bay)
Fax (705)494-3459
8:30 - 5:00

ADULT INSTITUTIONAL SERVICES
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3435
8:30 - 5:00

WESTERN REGION

ADULT COMMUNITY CORRECTIONS
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 5:00

ADULT INSTITUTIONAL SERVICES
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 5:00

INSTITUTIONS

The Ministry of Community Safety and Correctional Services correctional institutions consist of **correctional centres**, **detention centres**, **jails**, and treatment centres.

CORRECTIONAL CENTRES

ALGOMA TREATMENT AND REMAND CENTRE
800 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-0995
Fax (705)946-2925 (Superintendent's Office)
Fax (705)946-4047 (Deputy Superintendent's Office)
Fax (705)946-3727 (Health Care Office)
Fax (705)946-0366 (Inmate Records Office)
Fax (705)946-0314 (Administration Office)
8:15 - 4:30

CENTRAL EAST CORRECTIONAL CENTRE
541 Hwy 36
PO Box 4500
Lindsay K9V 4S6
General Inquiry (705)328-6000
Fax (705)328-6020
8:00 - 9:00

CENTRAL NORTH CORRECTIONAL CENTRE
c/o Management & Training Corporation Canada
1501 Fuller Ave
Penetanguishene L9M 2H4
General Inquiry (705)549-9470
Fax (705)549-5125 (Records)
Fax (705)549-0634 (General)
8:30 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5363 (Superintendent's Office)
Fax (905)878-1572 (Inmate Records Dept)
Fax (905)878-1435 (Health Care Unit)
Fax (905)876-7337 (Staff Training Dept)
Fax (905)876-7309 (Maintenance Dept)
Fax (905)876-7304 (Security Dept)
Fax (905)878-4297 (General Duty Managers)
Fax (905)876-7300 (General Administration)
8:30 - 4:30 ♿

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-9698 (Top of #4 Bldg)
Fax (416)314-4734 (Records)
Fax (416)314-9606 (Superintendent's Office)
8:15 - 4:30 ♿

MONTEITH CORRECTIONAL COMPLEX
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-6663 (School)
Fax (705)232-4530 (Administration)
Fax (705)232-5300 (Maintenance)
Fax (705)232-2225 (Staff Training)
Fax (705)232-5436 (Medical Department)
Fax (705)232-2630 (Operational Manager's Office)
Fax (705)232-2670 (Garage)
Fax (705)232-2224 (Admitting & Discharge)
Fax (705)232-2121 (Records)
Fax (705)232-5704 (Superintendent)
8:30 - 4:15 ♿

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
Brampton L6Y 2C8
General Inquiry (905)457-7050
Fax (905)452-8606
Fax (905)874-4051 (Superintendent)
8:15 - 4:30 ♿

ST LAWRENCE VALLEY CORRECTIONAL AND TREATMENT CENTRE
1804 Hwy 2 E
PO Box 8000
Brockville K6V 7N2
General Inquiry (613)341-2870
Fax (613)341-2891
8:00 - 4:00 ♿

THUNDER BAY CORRECTIONAL CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
Fax (807)577-1017 (Superintendent)
8:00 - 4:30 ♿

VANIER CENTRE FOR WOMEN
655 Martin St
PO Box 1040
Milton L9T 5E6
General Inquiry (905)876-8300
Fax (905)876-7334 (Superintendent's Office)
Fax (905)878-2970 (Admit & Discharge Dept)
Fax (905)876-8313 (General Duty Office)
Fax (905)878-4608 (Health Care Dept)
Fax (905)876-8326 (Doctor's Office Unit 2)
Fax (905)876-8348 (P&P - ILO Office)
Fax (905)876-8317 (Security Office)
Fax (905)876-8327 (Social Services Dept)
Fax (905)876-8386 (Temporary Absence Coordinator)
8:00 - 4:30 ♿

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)686-0352 (Business Office)
Fax (519)686-4178 (Health Care Department)
Fax (519)668-5617 (Male Admit & Discharge)
Fax (519)680-0361 (Inmate Records Department)
Fax (519)661-2205 (Program Department)
Fax (519)686-5265 (Superintendent)
Fax (519)661-2206 (Shift Manager's Office)
Fax (519)686-2735 (Social Worker Female Unit)
8:00 - 4:30 ♿

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Medical Unit)
Fax (905)523-0998 (Records/Accounts)
8:30 - 4:30

NIAGARA DETENTION CENTRE
Hwy 58 1355 Uppers Lane
PO Box 1050
Thorold L2V 4A6
General Inquiry (905)227-6321
Fax (905)227-2986 (Records Department)
Fax (905)227-0032 (Superintendent's Office)
Fax (905)227-0097 (Medical Department)
Fax (905)680-7129 (IC's Office)
Fax (905)227-8385 (Front Office)
8:30 - 4:30

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-0732
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Department)
Fax (613)354-1209 (Superintendent's Office)
8:00 - 4:00

TORONTO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513
Fax (416)750-3345 (Superintendent's Office)
Fax (416)752-2787 (Classification Office)
Fax (416)750-9131 (Business Office)
Fax (416)750-4748 (Records Office)
8:30 - 4:30

TORONTO WEST DETENTION CENTRE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515 (Records)
Fax (416)675-0800 (Operational Managers, East Wing)
Fax (416)674-4467 (Business Office)
Fax (416)674-2140 (Operational Managers, West Wing)
Fax (416)674-4472 (Maintenance)
Fax (416)674-4466 (I.L.O. Office)
Fax (416)674-4186 (Superintendent)
Fax (416)675-2310 (Health Care Unit)
8:30 - 5:00

JAILS

BRANTFORD JAIL
105 Market St
Brantford N3T 6A9
General Inquiry (519)752-6578
Fax (519)752-7461
Fax (519)752-7657 (Superintendent)
8:00 - 4:15

BROCKVILLE JAIL
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
8:00 - 4:00

CHATHAM JAIL
17 Seventh St
Chatham N7M 4J9
General Inquiry (519)352-0150
Fax (519)351-3578
8:00 - 4:30

FORT FRANCES JAIL
310 Nelson St
Fort Frances P9A 1B1
General Inquiry (807)274-7708
Fax (807)274-3304
8:15 - 4:00

KENORA JAIL
1430 River Dr
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

NORTH BAY JAIL
2550 Trout Lake Rd
North Bay P1B 7S7
General Inquiry (705)472-8115
Fax (705)472-3803 (Administration)
Fax (705)495-3817 (Jail)
Fax (705)495-8420 (Superintendent)
Fax (705)472-1131 (Nurse)
8:00 - 4:30

OWEN SOUND JAIL
1237 Third Ave E
PO Box 517
Owen Sound N4K 5R1
General Inquiry (519)376-0435
Fax (519)376-7927
8:00 - 4:30

SARNIA JAIL
700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3261
Fax (519)337-0826 (Operational Managers' Office & Video Remand)
Fax (519)336-6505 (Administration Department)
Fax (519)337-5898 (Health Care Department)
8:00 - 4:30

STRATFORD JAIL
30 St Andrew St
Stratford N5A 1A3
General Inquiry (519)271-2180
Fax (519)273-1938
8:00 - 4:00

SUDBURY JAIL
181 Elm St W
Sudbury P3C 1T8
General Inquiry (705)564-4150
Fax (705)564-4157
Fax (705)564-4133 (Superintendent's Office)
8:15 - 4:30

THUNDER BAY JAIL
285 MacDougall St
Thunder Bay P7A 2K6
General Inquiry (807)345-7364
Fax (807)345-0390
7:00 - 4:00

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-8600
Fax (416)325-3284 (Health Care Unit)
Fax (416)325-3035 (Records)
Fax (416)325-4453 (Social Services)
Fax (416)325-8616 (Superintendent's Office)
8:30 - 4:30

WALKERTON JAIL
209 Cayley St
PO Box 429
Walkerton N0G 2V0
General Inquiry (519)881-3442
Fax (519)881-2182
8:15 - 4:30

WINDSOR JAIL
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

PROBATION AND PAROLE OFFICES

The Ministry of **Community** Safety and Correctional Services is responsible for providing community supervision to adult **offender**s reporting to the ministry's **probation and parole** offices.

AJAX-PICKERING
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)831-2600x202
Toll Free 1-888-520-5969
Fax (905)420-5720
8:30 - 5:00

ALLISTON
Suite 208, 27 Victoria St E
Alliston L9R 1T3
General Inquiry (705)435-4352
Fax (705)435-2276
8:15 - 5:30

BANCROFT
5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672
8:00 - 4:30

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:00 - 5:00

BELLEVILLE
3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951
8:30 - 5:00

BRACEBRIDGE
3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30

BRAMPTON
Unit 15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30 - 4:45

BRAMPTON COURT
Suite 240, 7755 Hurontario St
Brampton L6W 4T1
(905)457-6887 (Court Liaison/Intake Office)
Fax (905)457-8896
8:30 - 4:45

BRANTFORD
Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45

BROCKVILLE
2nd Flr, 32 Wall St
Brockville K6V 4R9
General Inquiry (613)345-3061
Fax (613)342-5697
8:15 - 5:00

BURLINGTON
Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45

CALEDONIA
Suite 2, 282 Argyle St S
Caledonia N3W 1K7
General Inquiry (905)765-5735
Fax (905)765-5794
8:30 - 4:45

CAMBRIDGE
Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 5:00

CHAPLEAU
190 Cherry St
PO Box 419
Chapleau P0M 1K0
General Inquiry (705)864-1230
Fax (705)864-2271
8:30 - 4:45

CHATHAM
234 Grand Ave W
Chatham N7L 1C1
General Inquiry (519)352-1243
Fax (519)352-2839
8:30 - 4:45

COCHRANE
59 1st St
PO Box 1119
Cochrane P0L 1C0
General Inquiry (705)272-4348
Fax (705)272-3010
8:30 - 4:45

COLLINGWOOD
1st Flr, 150 St Paul St
Collingwood L9Y 3P2
General Inquiry (705)445-3110
Fax (705)445-9336
8:30 - 4:45

CORNWALL
331 Pitt St
Cornwall K6J 3R1
General Inquiry (613)933-6335
Fax (613)938-5052
8:30 - 5:00

DRYDEN
Ontario Government Bldg
1st Flr, 479 Government St
PO Box 787
Dryden P8N 2Z4
General Inquiry (807)223-3356
Fax (807)223-3361
8:00 - 4:30

DURHAM EAST
Unit 1, 1916 Dundas St E
Whitby L1N 2L6
General Inquiry (905)571-3774x200
Fax (905)436-6882
Fax (905)571-2354 (Area Manager & CSR)
8:30 - 5:00

ELLIOT LAKE
16 Philip Walk
Elliot Lake P5A 2S6
General Inquiry (705)848-7091
Fax (705)848-4670
8:30 - 4:45

ESPANOLA
87A Centre St
Espanola P5E 1S4
General Inquiry (705)869-2882
Fax (705)869-4041
8:00 - 4:30

FORT FRANCES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-7743
Fax (807)274-9442
8:00 - 4:45

GEORGETOWN
Unit A, 36 Armstrong Ave
Georgetown L7G 4R9
General Inquiry (905)702-0529
Fax (905)702-8510
8:30 - 4:30

GERALDTON
Ontario Government Bldg
208 Beamish Ave W
PO Box 1119
Geraldton P0T 1M0
General Inquiry (807)854-1774
Fax (807)854-1623
9:00 - 4:30

GODERICH
Courthouse
Bsmt Level, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2193
Fax (519)524-8960
8:30 - 4:45

GRAVENHURST
483 Bethune Dr N
Gravenhurst P1P 1B8
General Inquiry (705)687-8817
Fax (705)687-1498
8:30 - 4:30

GUELPH
2nd Flr, 75 Farquhar St
Guelph N1H 3N4
General Inquiry (519)837-6306
Fax (519)837-6311
8:30 - 5:00

HAILEYBURY
Land & Registration Bldg
Bsmt, 375 Main St
PO Box 624
Haileybury P0J 1K0
General Inquiry (705)672-3397
Fax (705)672-5498
8:30 - 5:00

HAMILTON CENTRE
Suite 104, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7527
Fax (905)521-7507
8:30 - 4:45

HAMILTON EAST
402 Nash Rd
Hamilton L8H 7P5
General Inquiry (905)549-9977
Fax (905)545-0255
8:30 - 4:45

HAMILTON MOUNTAIN
Suite 107, 891 Upper James St
Hamilton L9C 7N1
General Inquiry (905)574-8300
Fax (905)574-8101
8:30 - 4:45

HAWKESBURY
692A Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-5911
Fax (613)632-8963
8:30 - 5:00

HEARST
Government Complex
613 Front St
PO Box 2349
Hearst P0L 1N0
General Inquiry (705)372-2394
Fax (705)372-2397
8:30 - 4:30

HUNTSVILLE
Suite 203, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:00 - 5:00

IROQUOIS FALLS
743 Ambridge Dr
PO Box 908
Iroquois Falls P0K 1G0
General Inquiry (705)232-5111
Fax (705)232-6440
8:30 - 5:30

KAPUSKASING
Ontario Government Bldg
Hwy 11 W
RR 2 Box 1
Kapuskasing P5N 2X8
General Inquiry (705)335-6116
Fax (705)335-8703
8:30 - 5:00

KENORA
Suite 107, 810 Robertson St
Kenora P9N 4J3
General Inquiry (807)468-2857
Fax (807)468-2863
8:00 - 5:00

KESWICK
Unit 8, 204 Simcoe Ave
Keswick L4P 2H7
General Inquiry (905)476-5080
Fax (905)476-8070
8:30 - 4:45

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7200
Fax (613)536-7201
8:30 - 5:00

KIRKLAND LAKE
Suite 203, 10 Government Rd E
PO Box 4
Kirkland Lake P2N 1G6
General Inquiry (705)567-9396
Fax (705)567-6733
8:30 - 5:00

KITCHENER CENTRE
Unit 5, 1780 King St E
Kitchener N2G 2P1
General Inquiry (519)571-6105
Fax (519)571-6110
8:30 - 5:00

KITCHENER WEST
617A King St W
Kitchener N2G 1C7
General Inquiry (519)578-3070
Fax (519)578-9016
8:30 - 5:00

LEAMINGTON
Suite 104, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)326-9005
Fax (519)326-6357
8:30 - 4:45

LINDSAY
2nd Flr Suite 209A, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-5621
Fax (705)324-5173
8:00 - 5:00

LONDON CENTRE
1st Flr Unit M, 80 Dundas St
London N6A 6A9
General Inquiry (519)679-7120
Toll Free 1-800-265-4740 (Area Code 519 Only)
Fax (519)679-9352
8:30 - 4:45

LONDON EAST
Suite 103, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6631
Fax (519)661-6636
8:30 - 4:45

MANITOWANING
1 Arthur St
PO Box 189
Manitowaning P0P 1N0
General Inquiry (705)859-3184
Fax (705)859-2051
8:15 - 4:30

MARATHON
52 Peninsula Rd
PO Box 1779
Marathon P0T 2E0
General Inquiry (807)229-2407
Fax (807)229-2504
8:30 - 4:30

MIDLAND
478 Bay St
Midland L4R 1K9
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 4:45

MILTON
Milton Mall
Suite 31, 55 Ontario St S
Milton L9T 2M3
General Inquiry (905)878-7259
Fax (905)878-9969
8:30 - 4:45

MINDEN
Hwy 35
PO Box 580
Minden K0M 2K0
General Inquiry (705)286-1489
Fax (705)286-3660
8:00 - 4:30

MISSISSAUGA
Suite 200, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
Ontario Government Bldg
2nd Flr, 38 Revillion Rd N
PO Box 39
Moosonee P0L 1Y0
General Inquiry (705)336-2270
Fax (705)336-2761
8:30 - 5:00

NAPANEE
18 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-2125
Fax (613)354-0305
8:30 - 5:00

NEWMARKET
Suite 203, 390 Davis Dr
Newmarket L3Y 7T8
General Inquiry (905)898-6511
Fax (905)898-5542
7:00 - 4:00

NEWMARKET COURT
Rm 2087, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-5920
Fax (905)895-9211
8:30 - 4:45

NIAGARA FALLS
5836 Main St
Niagara Falls L2G 5Z5
General Inquiry (905)356-1507
Fax (905)356-0260
8:30 - 4:45

NORTH BAY
195 First Ave W
North Bay P1B 3B8
General Inquiry (705)495-3850
Fax (705)495-3887
8:30 - 5:00

NORTHUMBERLAND
609 William St (William & Harden)
Cobourg K9A 3A6
General Inquiry (905)372-8739
Fax (905)372-0764
8:30 - 4:45

OAKVILLE
Unit 3, 481 Morden Rd
Oakville L6K 3W6
General Inquiry (905)845-8571
Fax (905)845-9516
8:30 - 4:45

ORANGEVILLE
Suite 201, 210 Broadway Ave
Orangeville L9W 1K3
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45

ORILLIA
Cottage C
2nd Flr, 700 Memorial Ave
PO Box 130
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45

OTTAWA CENTRE
Ottawa Courthouse
Rm 3211, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1120
Fax (613)239-1293
8:30 - 5:00

OTTAWA EAST
Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:30 - 5:00

OTTAWA WEST
2730 Iris St
Ottawa K2C 1E6
General Inquiry (613)820-9460
Fax (613)820-4909
8:30 - 5:00

OWEN SOUND
Ground Flr, 611 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45

PARRY SOUND
72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-6809
Fax (613)735-7082
8:30 - 5:00

PETERBOROUGH
Community Living Peterborough
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973
8:30 - 5:00

PICTON
333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183
8:30 - 4:30

PORT PERRY
Unit 9, 60 Vanedward Dr
Port Perry L9L 1G3
General Inquiry (905)985-9794x201
Fax (905)985-0644
8:30 - 5:00

RED LAKE
227 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:15 - 5:00

RENFREW
268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:15 - 5:00

RICHMOND HILL
Suite 1550, 16th Ave
Richmond Hill L4B 3K9
General Inquiry (905)737-8344
Toll Free 1-866-312-3332
Fax (905)737-9273
8:30 - 4:45

SARNIA
720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45

SAULT STE MARIE
Suite 103, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00

SIMCOE
548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45

SIOUX LOOKOUT
Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30

SMITHS FALLS
Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:30 - 5:00

ST CATHARINES
Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:45 - 4:45

ST THOMAS
198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45

STRATFORD
150 Downie St
Stratford N5A 1X1
General Inquiry (519)271-5220
Fax (519)271-6579
8:30 - 4:45

STURGEON FALLS
Suite 1, 48 William St
Sturgeon Falls P2B 2A5
General Inquiry (705)753-1282
Fax (705)753-0761
8:30 - 5:00

SUDBURY
Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:00 - 5:00

SUPERIOR NORTH
Suite 404, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7711
Fax (807)343-7725
8:15 - 4:30

THUNDER BAY
Suite 402, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528
8:00 - 5:00

TIMMINS
Ontario Government Complex
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801
8:30 - 5:00

TRENTON
Suite 111 & 112, 266 Dundas St E
Trenton K8V 5Z9
General Inquiry (613)392-6549
Fax (613)392-7940
8:30 - 5:00

WALKERTON
12 Colbourne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45

WELLAND
3rd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-1660
Fax (905)735-5665
8:45 - 4:45

WINDSOR
5th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 5:00

WOODSTOCK
32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00

PROBATION AND PAROLE OFFICES - METRO TORONTO

BLACK CREEK
Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45

DANFORTH
3211 Danforth Ave
Toronto M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490
8:30 - 5:00

DON MILLS
Suite 200, 109 Railside Rd
Don Mills M3A 1B2
General Inquiry (416)314-9722
Fax (416)314-9716
8:30 - 4:45

COMMON SERVICES UNIT
2440 Lawrence Ave E
Scarborough M1P 2R5
General Inquiry (416)325-0319
Fax (416)325-0318
7:00 - 3:00

ETOBICOKE NORTH
Unit 3, 25 Woodbine Downs Blvd
Etobicoke M9W 6N5
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45

ETOBICOKE SOUTH
Unit 9, 100 The East Mall
Etobicoke M8Z 5X2
General Inquiry (416)314-0208
Fax (416)314-0214
8:00 - 4:45

JANE STREET
Unit 6, 1749 Jane St
Toronto M9N 2S5
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45

METRO NORTH COURT
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0184
Fax (416)314-0183
8:30 - 4:45

PARKDALE
Sunnyside Medical Arts Bldg
Suite 206, 27 Roncesvalles Ave
Toronto M6R 3B2
General Inquiry (416)314-5277
Fax (416)314-5285
8:30 - 4:45

TORONTO WEST COURT
Rm 110, 2201 Finch Ave W
Toronto M9M 2Y9
General Inquiry (416)314-0156
Fax (416)314-3978
8:30 - 4:30

RIVERDALE
Ontario Government Bldg
Main Flr, 50 Grosvenor St
Toronto M5S 2V3
General Inquiry (416)314-3771
Fax (416)314-3779
8:30 - 4:45

OLD CITY HALL COURT
Rm 371, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)314-9701
Fax (416)314-9706
8:30 - 4:45

TORONTO DISTRICT COURT
361 University Ave
Toronto M5G 1X6
General Inquiry (416)314-9701
Fax (416)314-9706

SCARBOROUGH WEST
Suite 200, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3452
Fax (416)288-0359
8:30 - 4:45

SCARBOROUGH COURT
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0312
Fax (416)325-0315
8:30 - 5:00

SCARBOROUGH EAST
Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3590
Fax (416)750-7692
8:30 - 4:45

YONGE STREET
Suite 901, 920 Yonge St
Toronto M4W 3C7
General Inquiry (416)314-9273
Fax (416)314-9279
8:30 - 4:45

COLLEGE PARK COURT
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-0320
Fax (416)325-0322
8:30 - 4:45

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
9:00 - 5:00

The Independent **Investigation**s Unit (IIU) of the Ministry of Community Safety and Correctional Services is responsible for investigating employee allegations (excluding police officers) under the Ontario Public Service Workplace Discrimination and Harassment Prevention Policy. The IIU also investigates, under Section 22 of the Ministry of Correctional Services Act, allegations of sexual impropriety made by ministry clients against employees of ministry institutions and probation and parole services.

JUSTICE TECHNOLOGY SERVICES DIVISION

Suite 300, 21 College St
Toronto M5G 2B3
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Justice Technology Services Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of Community Safety and Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

TECHNOLOGY MANAGEMENT BRANCH

Suite 300, 21 College St
Toronto M5G 2B3
General Inquiry (416)326-6624
Fax (416)326-7334
9:00 - 5:00

The Technology Management Branch provides all in-production technology and application support services to meet the business needs of the Ministries of the Attorney General, Community Safety and Correctional Services, Health and Long-Term Care, and Children's Services, as well as for some Municipal Police Services. These services include acquisition and support services and the support of mission critical police, corrections and ambulance applications. TMB also manages the Technology Support Centre, the introduction of new or enhanced services/components into the

service delivery environment, change control and planning processes, and the overall performance, delivery and incident/problem management of all in-production services.

TECHNOLOGY SOLUTIONS BRANCH

4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3211
Fax (705)494-3217
9:00 - 5:00

Technology Solutions Branch is responsible for development/support of all corporate program delivery information systems including Internet advice and support. The branch delivers applications systems to support ministry program management needs including Ontario Police Technology Information Cooperative (OPTIC) which provides dispatch and report functions for 40 municipal police services and the OPP, representing approximately 9,000 employees serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health and Long-Term Care to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); Sex Offender Registry, Major Case Management and support to Executive Offices in the use of technology in Business Intelligence (EI) and correspondence management.

IT STRATEGIC PLANNING

Suite 300, 21 College St
Toronto M5G 2B3
General Inquiry (416)326-2715
Fax (416)314-0216
9:00 - 5:00

The IT Strategic Planning Section is responsible for the development of Information Management and Information Technology Strategic Plan for the Justice Cluster (Attorney General and Community Safety and Correctional Services) ensuring that the IM & IT Plan is aligned with and supportive of the business plans of two ministries and their respective program areas. The section is also responsible for the governance planning, reporting, marketing and promotion of technology based solutions that will enable the transformation of the ministries' program core businesses in providing service to the public and their evolving business needs.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch provides a full range of legal services to the Ministry of Community Safety and Correctional Services. Counsel provide advice to diverse clients, based on all aspects of clients' programs, and on the interpretation of statutes and regulations affecting clients' businesses. Counsel participate in developing legislation, prepare a wide variety of contracts and other legal documents and represent the ministry at court hearings, administrative tribunals and coroners' inquests. The branch acts as legal counsel to the Fire Safety Commission and the Animal Care Review Board and provides advice to the Ontario Civilian Commission on Police Services, Ontario Police Arbitration Commission and Ontario Parole and Earned Release Board. The Legal Services Branch also has an office located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3. All branch counsel are employees of the Ministry of the Attorney General.

AGENCIES, BOARDS AND COMMISSIONS

ANIMAL CARE REVIEW BOARD

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
8:30 - 4:30

The Animal Care Review Board (ACRB) receives notices of appeal of orders issued or animals seized by inspectors or agents of the Ontario Society for the Prevention of Cruelty to Animals (OSPCA).

FIRE SAFETY COMMISSION

7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)314-1217
www.gov.on.ca./ofm
8:30 - 5:00

The **Fire** Safety Commission is an adjudicative agency and renders decisions for **appeal**s and applications related to specific matters identified under the authority of the Fire Protection and Prevention Act, 1997.

Services offered to the Public:
Fire Safety Commission

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)326-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Fax (416)314-0198 (General Fax)
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)
www.occps.ca
8:30 - 5:00

The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and **investigation**s and making recommendations to the Minister. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews at the request of complainants in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The Commission also approves the **appointment**s of **First Nations** Constables.

ONTARIO PAROLE AND EARNED RELEASE BOARD

Suite 1803, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
www.operb.gov.on.ca
8:00 - 4:30

The Ontario **Parole** and Earned Release Board has jurisdiction over all **offender**s who are serving sentences of up to two years less a day in provincial institutions and Temporary Absence applications over 72 hours. The Chair, Ontario Parole and Earned Release Board, is responsible for the overall administration of the board. Four Vice-Chairs are responsible to the Chair for all board decisions and for the total operation of the service sectors. The board shares responsibility for operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.

SERVICE SECTORS

CENTRAL EAST SERVICE SECTOR
541 Hwy 36
RR 3
Lindsay K9V 6H2
General Inquiry (705)324-4184
Fax (705)324-8439
8:30 - 4:30

CENTRAL NORTH SERVICE SECTOR
478 Bay St
Midland L4R 1K9
General Inquiry (705)526-2500
Fax (705)526-2566
8:30 - 4:30

SOUTH WEST SERVICE SECTOR
1st Flr, 491 Steeles Ave
Milton L9T 1Y7
General Inquiry (905)693-9326
Fax (905)693-3098
8:30 - 4:30

ONTARIO POLICE ARBITRATION COMMISSION

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3520
Fax (416)314-3522
www.policearbitration.on.ca
8:30 - 4:30

The Ontario **Arbitration** Commission is a five-member statutory body which administers the conciliation and **mediation**-arbitration processes between **municipal police** associations and municipal police services boards throughout the Province of Ontario. The Arbitration Commission also provides a conciliation and mediation-arbitration service to the Ontario Provincial Police (OPP) for contract bargaining disputes.

ACTS

Ammunition Regulation Act, 1994
Anatomy Act
Christopher's Law (Sex Offender Registry) 2000
Coroners Act
Emergency Management Act
Fire Protection and Prevention Act, 1997
Firefighters' Memorial Day Act, 2000
Imitation Firearms Regulation Act, 2000

Lightning Rods Act
Ministry of Correctional Services Act
Ministry of the Solicitor General Act
Ontario Society for Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act

MINISTRY OF CULTURE

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1660
TTY (416)325-5170
Toll Free 1-866-454-0049
Fax (416)325-1726
www.culture.gov.on.ca
8:30 - 5:00

The Ministry of Culture is responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. It oversees program and financial liaison with the ministry's twelve cultural agencies and two library agencies.

DEPUTY MINISTER

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Fax (416)325-5968

The Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, and in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The media, the general public and many Ontario arts and cultural sector organizations are also serviced by the Communications Branch through the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's key activities and initiatives.

CORPORATE POLICY UNIT

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-8292
Fax (416)325-8568
8:45 - 5:00

The Corporate Policy Unit provides the Minister and Deputy Minister with high-quality and timely policy advice on Cabinet, committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture's policy positions.

CULTURE DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7265
Fax (416)314-7461
8:30 - 5:00

The Culture Division is responsible for the development of policies and programs and the operation of programs related to the arts, cultural industries, heritage sectors and public libraries in Ontario. It oversees program and financial liaison with the ministry's twelve cultural agencies and two library agencies.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7091
9:00 - 5:00

The **Arts** and **Cultural** Industries Unit develops and delivers policies, programs and initiatives aimed at strengthening Ontario's arts and cultural industries sectors. Policy and program areas serve to advise and research many cultural areas, including book publishing, magazine publishing, sound recording, **film** and TV, digital media, arts, **theatre**, dance and literature, so that Ontario's creative community may continue to thrive and prosper. The unit is responsible for supporting the Minister's Advisory Council for Arts and Culture.

CULTURE AGENCIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-8717
Fax (416)314-7460
9:00 - 5:00

The Culture Agencies Unit is responsible for fiscal, policy and program liaison with ten cultural agencies of the ministry. The agencies are: the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Heritage Foundation, Ontario Media Development Corporation, Ontario Science Centre, Ontario Trillium Foundation, Royal Botanical Gardens, Royal Ontario Museum and Science North. The unit is also responsible for the accountability relationship with the Southern Ontario Library Service and the Ontario Library Service - North.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)212-1802
9:00 - 5:00

The Heritage and Libraries Branch ensures that present day and future Ontarians have a lively and appreciative engagement with the record of Ontario's past; equitable access to information to support lifelong learning; and are inspired by and benefit from our stewardship and development of heritage and library resources.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-4602
General Inquiry (519)675-7742 (London)
General Inquiry (416)314-7148
General Inquiry (807)475-1632 (Thunder Bay)
Fax (416)314-7175
9:00 - 5:00

The **Heritage** Operations unit performs regulatory, planning and educational functions related to **archaeological** and **cultural** resource management. These functions are outlined in the Ontario Heritage Act, and support resources conservation under the Planning Act and **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of more than 19,000 known archaeological sites in Ontario. Through the unit's head and regional offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological research and resource conservation. Specialized advisory services and **funding** assistance are provided to a wide range of heritage groups including community **museum**s, local historical societies and other heritage organizations. Archaeological licences are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7136
(416)314-7137 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00

Heritage Policy and Program Development unit advises other provincial ministries, municipalities, Municipal Heritage Committees, heritage organizations and the private sector on heritage **conservation** and planning; provides technical assistance on heritage conservation practices and techniques; and develops policies and programs to promote heritage conservation in Ontario. The unit maintains a register of designated heritage properties and provides support to the Conservation Review Board, an agency of the Ministry of Culture.

HISTORIC PLACES INITIATIVE

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-0008

The Historic Places Initiative Unit is responsible for implementing the Historic Places Initiative, a federal-provincial-territorial partnership whose purpose is to develop a Canada-wide culture of **heritage** conservation by helping to identify, showcase and conserve Canada's historic places. The program complements Ontario's overall heritage strategy by helping to further an appreciation of the province's heritage, promoting its historic places and encouraging heritage conservation and rehabilitation. Key elements of the unit's work include nominating Ontario's heritage properties to the Canadian Register of Historic Places, disseminating standards and guidelines for the conservation of historic places and promoting the use of federal financial incentives to encourage heritage conservation.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635
9:00 - 5:00

The Libraries unit administers the Public Libraries Act; develops and evaluates provincial policies on **library** services; provides consultative support; and administers grant and **pay equity** programs and the Public Library Service **Awards**. The unit partners with two agencies: the Ontario Library Service-North and the Southern Ontario Library Service, which deliver programs and services for the ministry.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides services to the Ministry of Citizenship and Immigration, including the Ontario Women's Directorate and the Ontario Seniors' Secretariat; the Ministry of Tourism; the Ministry of Culture and the Office of Francophone Affairs. The division ensures the provision of efficient and effective administrative services, including legal services, human resources, French language services, information technology and business solutions, results-based planning and resource allocation activities to support ministry and government objectives. The division also provides regional support to the ministries' program areas and delivers programs and services to clients across Ontario.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides advice on results-based planning, accounting, modern controllership, facilities management, emergency management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and results-based planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism. Assistance to the public in locating certain records or processing

requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministry of Tourism and Ministry of Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture, and the Ministry of Tourism and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
8:30 - 5:00

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCI/MTOUR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology solutions to meet business requirements of the Ministries of: Citizenship and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism; and Culture.

Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45

The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

REGIONAL SERVICES BRANCH

3rd Flr Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687
TTY Toll Free 1-800-855-0511
Fax (416)314-6686
8:30 - 5:00

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism.

CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

DURHAM REGION
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
Ontario Government Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284
(Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P9T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3419
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)351-1553
8:30 - 4:45

SOUTHEAST AREA

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0641
Toll Free 1-800-360-1304
Fax (705)646-0544
8:30 - 4:45

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629 (Within Area Code 705)
Fax (705)552-2631
8:30 - 4:45

SOUTHWEST AREA

Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

AGENCIES, BOARDS AND COMMISSIONS

ART GALLERY OF ONTARIO

317 Dundas St W
Toronto M5T 1G4
General Inquiry (416)977-0414
(416)979-6660 (Automated Switchboard)
(416)979-6648 (Automated Information)
Fax (416)979-6646
Fax (416)979-6669 (Director's Office)
www.ago.net
9:00 - 5:00

The **Art** Gallery of Ontario is among North America's leading art museums. Its collection of more than 40,000 works represents Canadian and international art that spans 100 AD to present day, including the largest public collection of work by British sculptor, Henry Moore. The AGO's collection and presentation of international **exhibitions**, school programs, courses, creative family activities, lectures, films and performances attract half a million visitors each year. The AGO's resource centre - the Edward P. Taylor **Research Library** and Archives, and the Marvin Gelber Print and Drawing Study Centre - position the AGO as an important base for scholarly research. The AGO is undergoing an expansion designed by world-renowed architect Frank Gehry, which will increase its art display space by 47%. The expanded facility is scheduled for completion in spring 2008.

CONSERVATION REVIEW BOARD

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7137
Fax (416)314-7175
9:00 - 5:00

The **Conservation** Review Board holds **hearings**, at the request of a municipality, if owners object to municipal designation of cultural heritage property. The board reports its findings and recommendations to the municipal council. Hearings are also held for appeals on objections to the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological licences.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.com
8:30 - 4:30

The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 10 acres of land, the McMichael Canadian Collection has expanded to over 6,000 works and 100 acres of land. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

MINISTER'S ADVISORY COUNCIL FOR ARTS AND CULTURE

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-8321
Toll Free 1-866-888-5829
Fax (416)314-7091
www.culture.gov.on.ca/english/about/macac.htm
9:00 - 5:00

The Minister's Advisory Council for Arts and Culture is an advisory agency of the Ontario Government. Its mandate is to advise the Minister of Culture on policies and programs that support strong and vibrant cultural communities through the arts, cultural industries, heritage and libraries sectors, as well as create an open forum for discussion with the culture community.

ONTARIO ARTS COUNCIL

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca
9:00 - 5:00

The Ontario **Arts** Council (OAC) is an arm's-length agency of the Ontario Ministry of Culture that supports professional artists and arts organizations in Ontario through granting programs, awards and services. Since its establishment in 1963, OAC has played a vital role in promoting and assisting the development of the arts and artists for the enjoyment and benefit of all Ontarians.

ONTARIO ARTS FOUNDATION

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7413
Fax (416)921-8763
www.ontarioartsfoundation.on.ca
9:00 - 5:00

The Ontario **Arts** Foundation is a public charitable foundation which administers private funds given to support the arts. Income on these funds is disbursed each year in the form of **award**s and scholarships. The Ontario Arts Foundation also administered the $50-million Arts Endowment Fund Program (AEF). The AEF was a program of the Government of Ontario, through the Ministry of Culture.

ONTARIO CULTURAL ATTRACTIONS FUND

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421
Fax (416)921-8763
www.ocaf.on.ca
9:00 - 5:00

The Ontario **Cultural** Attractions Fund is a program of the Ministry of Culture administered by the Ontario Cultural Attractions Fund. The $20 million dollar fund helps arts, cultural and heritage organizations to develop, promote and present new cultural attractions by bringing new visitors to communities across Ontario.

ONTARIO HERITAGE TRUST

3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)325-5071
www.heritagefdn.on.ca
8:30 - 5:00

The Ontario **Heritage** Trust (OHT) is dedicated to preserving, protecting and promoting Ontario's heritage for people to enjoy now and for others to experience in the future. The OHT manages and, in some cases, restores provincially significant historic buildings and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; negotiates and monitors **conservation** easement agreements with owners of both historical buildings and natural heritage sites. The OHT encourages efforts to preserve and promote Ontario's heritage through community programs, including Doors Open Ontario, Young Heritage Leaders and the Heritage Community Recognition Program. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHT, along with the local marking program. Through natural heritage programs, the OHT protects significant sites.

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348 (Sudbury)
Fax (705)675-2285
Toll Free Fax 1-800-398-8890 (Sudbury)
www.olsn.ca
8:30 - 4:30

Ontario **Library** Service-North is an agency of the ministry, and one of two Ontario Library Service Boards. The mandate of Ontario Library Service-North is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Ontario Library Service-North also provides consultation and technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars and workshops.

KIRKLAND LAKE
11 Station Rd S
Kirkland Lake P2N 3H2
General Inquiry (705)567-3341
Fax (705)567-9410
8:30 - 4:30

ONTARIO MEDIA DEVELOPMENT CORPORATION

South Tower
Suite 501, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876
www.omdc.on.ca
9:00 - 5:30

The Ontario Media Development Corporation (OMDC) promotes strategic business partnerships among the cultural media industries, including **film** and **television** production, book and magazine **publishing**, **music** and interactive digital media.

INDUSTRY DEVELOPMENT GROUP

South Tower
Suite 501, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876

The Industry Development Group develops business skills in all sectors and encourages companies to exploit **export** marketing opportunities. The group promotes Ontario as a jurisdiction in which to invest and do business.

TAX CREDITS AND FINANCING PROGRAMS GROUP

South Tower
Suite 501, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876

The Tax Credits and Financing Programs Group co-administers, with the Ministry of Finance, the Ontario government's film, television, digital interactive media, **music** and book **publishing** tax credit programs. Business Innovation Group develops business skills in all of the sectors. Marketing Group encourages Ontario cultural media companies to exploit export marketing opportunities and promoting Ontario as a jurisdiction in which to invest and do business. Corporate Affairs Group oversees corporate communications, research, industry advisory committees, the Ontario Media Development Corporation Conference and operating support to the Toronto International **Film** Festival Group and the Canadian Film Centre.

ONTARIO SCIENCE CENTRE

770 Don Mills Rd
Toronto M3C 1T3
General Inquiry (416)696-1000
Fax (416)696-3167 (International Sales)
Fax (416)696-3124 (Mailroom)
Fax (416)696-3241 (Facility Services)
Fax (416)696-3135 (Executive Office)
Fax (416)696-3106 (Facility Services)
Fax (416)696-3161 (Marketing)
Fax (416)696-3189 (Exhibit Operations)
Fax (416)696-3181 (Research & Planning)
Fax (416)696-3197 (Science Education)
Fax (416)696-3166 (Visitor Admission)
Fax (416)696-3115 (Design)
www.ontariosciencecentre.ca

The Ontario **Science** Centre opens minds to science and **technology** by creating interactive exhibits, demonstrations and programs that excite curiosity, inspire insight and motivate learning. Everyday, staff hosts demonstrate the wonders of science - in electricity (a hair-raising experience), papermaking, chemistry, a starlab, a foundry and seasonal nature walks. Entertaining scientific fun is explored in more than 800 exhibits within 13 exhibition halls. New **exhibitions** including the Attractions Canada award winning, TIMESCAPE: Unearthing the Mysteries of Time provide powerful hands-on encounters with cutting-edge technology. The Shoppers Drug Mart OMNIMAX

Theatre thrills the senses with daily screenings. One of the top ten domed theatres in the world, the OMNIMAX Theatre wraps 24 metres of image and 13,000 watts of sound around the viewer.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
(416)963-7905 (TTY/TDD)
Toll Free 1-800-263-2887
Fax (416)963-8781
www.trilliumfoundation.org
8:30 - 5:00

The Ontario Trillium Foundation, an agency of the Ministry of Culture, is one of Canada's leading grant-making foundations and receives $100 million annually from the government's **charity** casino initiative. Ontario Trillium Foundation **grants** are provided to eligible not-for-profit and charitable organizations in the areas of arts and culture, sports and recreation, human and social services, and the environment. The Foundation builds healthy and vibrant communities by strengthening the capacity of the voluntary sector through investments in community-based initiatives in two granting programs: Community and Province-Wide. The Community Program is overseen by local volunteers who work in regional Grant Review Teams, reviewing applications and recommending projects for funding. The Foundation's volunteer Board of Directors oversees the approval of applications to the Province-Wide program and provides final approval for grants in both programs.

ROYAL BOTANICAL GARDENS

680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)527-1158x513 (Pappus Editor)
(905)527-1158x229 (Membership Sales & Information/Memorials/Gifts-In-Kind)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x270 (Public/Education Programs Registration)
(905)577-7771 (RBG Auxiliary)
(905)527-1158x291 (Group Tour Bookings)
(905)527-1158x276 (Nature Interpretive Centre)
(905)529-2920x302 (Gardens' Café)
(905)527-5577x224 (Gardens' Shop)
(905)527-1158x246 (Library)
(905)527-1158x508 (Festivals/Events Information Hotline - Summer)
(905)527-1158x273 (Facility Rentals)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)527-8734 (CEO's Office)
Fax (905)577-0375 (General Fax)
www.rbg.ca
9:00 - 5:00

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural **heritage** significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and educational programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and **arts** and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5549
TTY (416)586-5550
Fax (416)586-8022 (Marketing Communications)
Fax (416)586-5685 (Board of Trustees)
Fax (416)586-5703 (Membership)
Fax (416)586-5863 (Central)
Fax (416)586-5827 (Human Resources)
Fax (416)586-5685 (Director & Chief Operating Officer)
Fax (416)586-5649 (ROM Foundation)
Fax (416)586-8044 (Vice-Presidents)
www.rom.on.ca

The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **education**al programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, gift shops and a café. The museum is open to the public Monday through Sunday 10:00 a.m.- 6:00 p.m. and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 9:30 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5660
Fax (416)586-5649

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private sector fundraising to enhance the **museum**'s programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH

100 Ramsey Lake Rd
Sudbury P3E 5S9
General Inquiry (705)522-3701 (Ext 0)
Fax (705)522-1283 (Exhibit)
Fax (705)522-4954 (Administration)
Fax (705)522-8551 (CEO's Office)
www.sciencenorth.ca
8:30 - 5:00

Science North provides a stimulating bilingual learning program involving people in the relationship between science and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **education**al science programs through its four floors of interactive activities. Attractions include a science centre, including a Special Exhibits Hall, the Inco Cavern show Wings Over the North: A 4D Bush Plane Adventure, F. Jean MacLeod Butterfly Gallery, an IMAX **film** theatre; a Virtual Voyages motion simulator ride; and a new earth sciences centre called Dynamic Earth that includes an underground mining tour. School groups participate extensively in the many programs available. Science North is open year-round, except for two weeks in January. Dynamic Earth is open seasonally from March to November. Other

services include object theatres, a gift shop and dining facilities. Dynamic Earth also has an object theatre, a gift shop and snack bar.

SOUTHERN ONTARIO LIBRARY SERVICE

Suite 902, 111 Peter St
Toronto M5V 2H1
General Inquiry (416)961-1669
Toll Free 1-800-387-5765
Fax (416)961-5122
www.sols.org

Southern Ontario **Library** Service is an agency of the ministry, and one of two Ontario Library Service Boards. The mandate of Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Southern Ontario Library Service also provides consultation and technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars and workshops.

ACTS

Art Gallery of Ontario Act
Arts Council Act
Celebration of Portuguese Heritage Act, 2001
Centennial Centre of Science and Technology Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
German Pioneers Day Act, 2000
Hummingbird Performing Arts Centre Corporation Act, 1998
Irish Heritage Day Act, 2004
McMichael Canadian Act Collection Act
Ministry of Citizenship and Culture Act in so far as it relates to activities and programs respecting culture
Ontario Heritage Act
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act
South Asian Heritage Act, 2001
Tartan Act, 2000
United Empire Loyalists' Day Act, 1997

MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-4800
Fax (416)325-4989
www.democraticrenewal.gov.on.ca
8:30 - 5:00

The Democratic Renewal Secretariat supports the Minister Responsible for Democratic Renewal. It is responsible for policy development, coordination, and implementation of initiatives in support of democratic renewal, which include: ensuring that more people, particularly young people, vote during elections, get engaged in their communities, and participate in the political process; having an open debate on improvements to our electoral process, leading to a possible referendum on electoral reform; engaging a Citizens' Jury to make recommendations on political finance; encouraging more transparency and openness in how and where tax dollars are spent; and developing legislation for fixed election dates in Ontario.

DEPUTY MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL

COMMUNICATIONS AND OPERATIONS UNIT

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-7248
TTY (416)314-7867
Fax (416)314-0367
8:30 - 5:00

The Communications and Operations Unit provides communications expertise, services, and advice, and manages all public outreach activities. The unit supports the secretariat's core businesses and goals through the delivery of strategic and effective communications and project management support, and assists with all government communications related to democratic renewal.

POLICY UNIT

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-6727
TTY (416)314-7867
Fax (416)314-0367
8:30 - 5:00

The Policy Unit provides policy advice and policy development, coordination, and implementation on democratic renewal issues. The unit leads or assists in developing policies that: improve how **elections** work and make elections more fair; enhance transparency and accountability; help improve how the **Legislature** functions; and encourage citizen engagement with the political process and broader community.

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Representation Act

MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontariocanada.com
8:30 - 5:00

The Ministry of Economic Development and Trade (MEDT) provides leadership in promoting Ontario's economic growth and competitiveness by: supporting commercialization efforts to bring innovative ideas to market; supporting sector competitiveness and clusters; pursuing increased investment in Ontario; facilitating opportunities to boost Ontario exports; and providing advice and support services to small and medium sized businesses in Ontario.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Toll Free 1-866-668-4240 (1-866-ONT-4BIZ)
Fax (416)325-6688
www.ontariocanada.com
8:30 - 5:00

The Communications Branch provides a wide range of communication services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve their objectives in economic development, job growth and innovation. The branch consists of three units. Corporate Marketing and Communications Services develops communication plans, prepares speeches, news releases and publications (print and electronic) and is responsible for media relations and the ministry's web presence. The Issues Management and Financial Services Unit deals with contentious issues, handles public enquiries and translation services for the ministry. The third unit, Corporate Events and Editorial Services, coordinates domestic tours and special events for the ministry and prepares all minister's correspondence.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
Fax (416)326-9424
8:30 - 5:00

The Economics and Business Cluster is responsible for providing information and information technology services to the ministries of: Government Services; Economic Development and Trade; Labour; and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and

planning; application development and production support; and information technology operations and client support.

EBC STAFF - HEARST BLOCK OPERATION

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9400
(416)212-6000 (EBC Technology Service Desk)
Fax (416)325-6635
8:30 - 5:00

The IT Cluster supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. IT coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/ databases, the technology infrastructure, and provides information technology training and access to external databases.

LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1018
Fax (416)326-1021
8:30 - 5:00

Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

ONTARIO INTERNAL AUDIT- JUSTICE AUDIT SERVICE TEAM

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Ontario Internal Audit .

ONTARIO INTERNAL AUDIT, JUSTICE/MEDT/MRI AUDIT SERVICE TEAM

16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministy and agency operations. Internal Audit Servies are provided under the direction of the Chief Internal Auditor.

CORPORATE AND AGENCY SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6486
Fax (416)325-6392
8:30 - 5:00

The Corporate and Agency Services Division leads and coordinates corporate and administrative support services, including human resources and facility services, business planning and finance, and information technology systems for the Ministry of Economic Development and Trade and the Ministry of Research and Innovation. It also coordinates ministry participation in government-wide administrative initiatives and projects. The division provides selected administrative services to the Ministries of Intergovernmental Affairs and Democratic Renewal. The division is responsible for the development of the ministry's emergency management program.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00

The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Economic Development and Trade and the Ministry of Research and Innovation on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Treasury Board approvals. The branch also provides corporate accounting services to the Ministry of Economic Development and Trade, the Ministry of Research and Innovation, the Ministry of Intergovernmental Affairs and the Democratic Renewal Secretariat. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Ontario Shared Services.

BUSINESS TRANSFORMATION AND ORGANIZATIONAL DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:30 - 5:00

The Business Transformation and Organizational Development Branch is responsible for ministry human resources and quality service strategies and initiatives, supporting service management relationships including information technology and leading key business transformation initiatives such as Electronic Client Relationship Management Project (eCRM).

CORPORATE INITIATIVES GROUP

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6608
Fax (416)325-6715
8:30 - 5:00

The Corporate Initiatives Group is responsible for the development and implementation of the Ministry's Human Resources Plan, which includes the HR strategies and achievements including responsibility for the administration of the Workforce Information Network (WIN).

QUALITY AND SERVICE MANAGEMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:30 - 5:00

The Quality and Services Management Unit leads and coordinates the implementation of the ministry quality initiatives, and provides service management support for a range of business services including information technology and shared services, and supports ministry records and information management (RIM).

HUMAN RESOURCES AND FACILITIES SERVICES

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
TTY (416)325-6707
Fax (416)325-6715
8:30 - 5:00

Human Resources and Facilities Services Branch plays a leadership role in ensuring customer-focused strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counselling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

THE DEVELOPMENT CORPORATIONS OF ONTARIO

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1069
Fax (416)326-1113
Fax (416)326-1073
8:00 - 5:00

The mandate of the Development Corporations of Ontario is to manage the wind-down of a portfolio of term loans, guarantees and investments and the wind-down of the New Ventures program.

INDUSTRY DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6964
Fax (416)325-2102
8:30 - 5:00

The Industry Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development; managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

AUTOMOTIVE STRATEGY BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6952
Fax (416)325-2102

The **Automotive** Strategy Branch strives to provide the government with timely, quality intelligence into the automotive sector, its companies, its issues, and competition. Relationships with key organizations and clients representing a broad cross section of the industry allow the branch to support the Minister's participation in the Canadian Automotive Partnership Council (CAPC), and to develop policies addressing the long term competitiveness ot the industry in Ontario. In addition, the branch manages the $500 million Ontario Automotive Investment Strategy (OAIS) on behalf of the government.

BUSINESS CLUSTER POLICY SECRETARIAT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-0727
Fax (416)212-0795
8:30 - 5:00

Business Cluster Policy Secretariat leads, facilitates and supports collaborative working relationships among Cluster ministries to: deliver government commitments and public policy initiatives; build internal policy capacity; and ensure a horizontal, integrated policy environment.

ECONOMIC DEVELOPMENT POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 ♿

The Economic Development Policy Branch contributes to Ontario's economic development and competitiveness as well as the ministry's policy and program development priorities by providing Cabinet liaison, policy development, interministerial policy coordination, business information, and economic analysis services. The branch is also home for committee secretariat functions and cross-division economic development information resources.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00 ♿

The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for the ministry's economic analysis, relationship and policy roles with a number of key sectors, industry associations and key companies in priority sectors including aerospace, advanced materials, chemicals, fuel cells, information and communications technologies, plastics, steel, industrial, commercial and institutional construction, retail, business and professional services. The branch is also responsible for policy development and program delivery activities with regard to the ministry's interest in skilled human resources and industry development.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00 ♿

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and industry to negotiate trade and **investment** agreements which remove barriers to business development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a federal-provincial and **international relations** role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (interprovincial) trade and investment issues.

SMALL AND MEDIUM ENTERPRISE DIVISION

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-9585
Fax (416)326-5154

The Small and Medium Enterprise (SME) Division champions the small business community and enables the development of SME firms along a continuum of growth to long-term economic prosperity, from the start-up entrepreneur to the innovative, growth-oriented company. Working in partnership with private sector stakeholders and all levels of government, this includes: providing policy and research support services on SME and business competitive issues to the Ontario government; providing information, advice and services to Ontario growth firms, communities, business networks and other regional development stakeholders; promoting and encouraging entrepreneurship as a viable career option and assisting new entrepreneurs in the evaluation and process of start-up; promoting entrepreneurial skills, qualities and opportunities to Ontario's youth; and promoting adoption of e-business, new technologies and broadband regional access.

BUSINESS ADVISORY SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9221
Fax (416)325-6757
http://www.ontariocanada.com
8:30 - 5:00

The Business Advisory Services Branch provides a range of business advisory services to Small & Medium Enterprises (SMEs), including direct business advisory services delivered through twelve ministry offices across Southern Ontario. These services are targeted toward growth firms and economic development stakeholders to address a range of business issues that enhance the development of growing SME and their communities. The branch also supports Ontario's leading growth firms through its annual Wisdom Exchange, a peer to peer networking forum and other initiatives. It focuses on business competitiveness issues such as access to risk capital and other economic development challenges affecting growing SMEs.

MINISTRY REGIONAL OFFICES

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9221
Fax (416)325-6757
http://www.ontariocanada.com

Business advisors, located in offices across Southern Ontario, provide information, advice and services to Ontario growth-oriented small and medium sized business. They also work with local economic development stakeholders to identify and address opportunities and challenges for these businesses.

BUSINESS ADVISORY SERVICES - CENTRAL REGION

BRACEBRIDGE
1350 Highfalls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)646-5548
(705)646-5548 (voicemail)
Fax (705)645-8372

DOWNSVIEW
Central Bldg
3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (416)235-4338
8:30 - 5:00

HAMILTON OFFICE
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7784
Fax (905)521-7398
8:30 - 5:00

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)739-5860
Fax (705)739-8901
8:30 - 5:00

ST CATHARINES OFFICE
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3941
Fax (905)704-3955
8:30 - 5:00

WHITBY OFFICE
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4040
Fax (905)665-4042
8:30 - 5:00

BUSINESS ADVISORY SERVICES - EASTERN REGION

KINGSTON OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5594
Fax (613)531-5598
8:30 - 5:00

OTTAWA OFFICE
Suite 810, 180 Elgin St
Ottawa K2P 2K3
General Inquiry (613)241-3841x222
Fax (613)241-2545
8:30 - 5:00

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5984
Fax (705)755-2631
8:30 - 5:00

BUSINESS ADVISORY SERVICES - SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
General Inquiry (519)571-6077
Toll Free 1-800-265-2428
Fax (519)571-6104
8:30 - 5:00

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4480
Toll Free 1-800-265-4743
Fax (519)873-4488
8:30 - 5:00

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
General Inquiry (519)252-1704
Toll Free 1-800-265-1345
Fax (519)252-3476
8:30 - 5:00

ENTREPRENEURSHIP BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6541
Fax (416)325-6538
www.ontariocanada.com
8:30 - 5:00

The **Entrepreneurship** Branch provides information, expertise and support to entrepreneurs and early stage **businesses** and provides opportunities for Ontario's youth to explore entrepreneurship as a viable career option. Through targeted outreach initiatives delivered in partnership with the network of 44 Small Business Enterprise Centres, the branch enhances awareness of entrepreneurship among students and the general population. The Ministry will continue to collaborate with other Ministries, the federal government and stakeholders to promote connectivity and the adoption of e-business solutions by Ontario's small and medium sized businesses.

SMALL AND MEDIUM ENTERPRISE POLICY AND OUTREACH BRANCH

4th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6114
Fax (416)325-3732
8:30 - 5:00

The Small and Medium Enterprise Policy and Outreach Branch supports the growth and development of small and medium-size enterprises in Ontario. It supports the Small Business Agency of Ontario, including engaging in regular dialogue with small business stakeholders on issues that affect small business and economic development in Ontario. The Policy and Research Unit works with small business organizations, other governments (federal, provincial and municipal) and other ministries and agencies to provide research, analysis and advocacy support on government policies, programs and regulations that influence small business growth and success. The Outreach and Stakeholder Relations Unit works in partnership with other Ontario ministries, federal and municipal government, business groups, local and regional economic development organizations, aboriginal communities and academic institutions to support the growth and success of provincial and regional economic development.

TRADE AND INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00

The Trade and Investment Division is the lead on all export development and investment attraction initiatives within the ministry. The division's mandate is to market Ontario to the world as a preferred location for investment and help Ontario firms begin to export or to expand into new export markets.

EXPORT DEVELOPMENT BRANCH

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE in Ontario only)
Fax (416)325-2766 (Rest of World (ROW) Team)
Fax (416)325-6509 (US/EU Team)
www.ontarioexportsinc.com
8:30 - 5:00

The **Export** Development Branch assists Ontario suppliers of exportable goods and services to access international markets. The International Trade Team is comprised of two groups: the US and European Union, which has responsibility for the USA and the 25 members countries of the European Union; and Rest of World, which is responsible for key markets in Asia, Africa, the Middle East, Latin America and Russia/Eastern Europe. Ontario Exports Inc. identifies and matches export opportunities to Ontario's supply capabilities; advocates on behalf of Ontario companies with international buyers; organizes trade missions, market/exporter development seminars and participation in key international exhibitions; and enables business-to-business partnerships.

INTERNATIONAL MARKETING CENTRES AND STRATEGIC INTELLIGENCE BRANCH

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)325-5361
Fax (416)212-1101
8:30 - 5:00

The International Marketing Centres and Strategic Intelligence Branch consists of two key business units plus an outbound business travel coordination team.

INTERNATIONAL MARKETING CENTRES UNIT

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)325-5361
Fax (416)212-1101
8:30 - 5:00

The International Marketing Centres (IMCs) Unit supports the Ministry's international offices which are co-located in Canadian consular posts in New York, Munich and Shanghai. The mandate of the IMCs includes export promotion, investment attraction, building Ontario's profile, and developing media and government relations in support of economic objectives.

STRATEGIC INTELLIGENCE UNIT

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8554
Fax (416)314-8222
8:30 - 5:00

The Strategic Intelligence Unit provides: key information resources to promote the province's business advantages and increase exports and investment; provides current corporate, sector and market information to improve the province's responsiveness to business and government issues; and strives to increase the quality of information and effective use of the division's client relationship management system.

INVESTMENT SALES AND SERVICE BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00

The mandate of the Investment Sales and Service Branch is to generate new investment leads and facilitate expansions within Ontario, provide investment services to close transactions that create and retain jobs, and to market Ontario to business immigrants and provide corporate immigration services. This branch utilizes a network of International Business Development Consultants (IBDCs) abroad to generate qualified investment leads. The branch consists of three units: Automotive and Manufacturing, ICT/Life Science and Business Services, and Business Immigration.

AUTOMOTIVE AND MANUFACTURING

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0078
Fax (416)325-6375
8:30 - 5:00 ♿

The **Automotive** and **Manufacturing** unit undertakes investment attraction and retention efforts for the automotive and advanced manufacturing sectors. Key activities include international sales, investment services and domestic servicing. Internationally located In-Market Business Development Consultants conduct corporate calls, develop relationships and attend industry events abroad to develop investment leads in these sectors. The unit provides key business information to companies considering investing in Ontario, access to services and contacts. The unit also provides services to existing domestic investors to maintain investments and encourage expansion in Ontario.

BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
www.2ontario.com
8:30 - 5:00 ♿

The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy through the Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers corporate immigration services to help both Ontario and multinational companies with business needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INFORMATION, COMMUNICATIONS AND TECHNOLOGY/LIFE SCIENCES/ BUSINESS SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6814
8:30 - 5:00 ♿

The ICT/Life Sciences/Business Services section is responsible for investment lead generation, investment servicing and aftercare in three strategic sectors. Key activities undertaken by the section include international lead generation through an in-market sales force in the U.S. & European Union; investment servicing for both international & domestic clients & investment aftercare for companies in Ontario. The section's in-market consultant sales force calls on top companies abroad in the three sectors, attends strategic conferences & trade shows, develops & maintains relationships with investors & investor intermediaries internationally. It provides support to the in-market consultants & services investment inquiries; value added information; community tours; & facilitates contacts with Ontario organizations to assist in closing investment projects. It

also provides aftercare services to existing domestic companies to maintain their investments & encourage expansion in Ontario.

TRADE AND INVESTMENT MARKETING BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M3C 3Z2
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00 ♿

The Trade and Investment Marketing Branch consists of three business units each playing an integral role in delivering the province's International Strategy.

EXPORT MARKETING UNIT

5th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE In Ontario Only)
Fax (416)314-4589
8:30 - 5:00 ♿

The Export **Marketing** Unit is responsible for the development and execution of creative marketing strategies and corporate branding. The Unit also supports the Export Development Branch's International Marketing Consultants with special events management, new program launches, Virtual Trade Missions and program specific marketing materials. The Export Marketing Unit also manages all elements of the Ontario Global Traders Awards Program, which recognizes Ontario SMEs' export success.

INVESTMENT MARKETING UNIT

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00 ♿

The Investment Marketing Unit works at building the awareness of Ontario as a premier investment location by branding and marketing the province business-to-business through an integrated, research-based communications approach. Key communications elements include: advertising, media relations, direct marketing, collateral materials and the www.2ontario.com website.

ONTARIO INVESTMENT SERVICE

BCE Pl, Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-466-82746 (00-800-46-68 27 46 U.K. and Europe area 800-4ONTARIO)
Fax (416)360-1817
www.2ontario.com
8:30 - 5:00 ♿

The Ontario **Investment** Service supports investment attraction and retention by providing relevant, timely, and sourced data to investors, investment intermediaries, and site selection consultants through web-based media, the client response centre, research and business information services, and the use of the presentation centre.

ACTS

Development Corporations Act
IDEA Corporation Act
Liquor Control Act
Ministry of Industry, Trade and Technology Act
Ontario Lottery and Gaming Corporation Act
Research Foundation Act

MINISTRY OF EDUCATION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 5:00

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind. The Minister of Education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the Minister and Deputy Minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and managing the ministry Web site.

Services offered to the Public:
Public Inquiries

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr Rm 342, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

CORPORATE COORDINATION OFFICE

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-3720
Fax (416)325-1835
8:30 - 5:00

The Corporate Coordination Office co-ordinates cross-cutting OPS and other corporate initiatives.

BRIAN FLEMING RESEARCH AND LEARNING LIBRARY

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235
9:00 - 5:00

The Brian Fleming **Research** and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. Library staff conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles for the library collection in support of the ministries' research needs.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance with the Freedom of Information and Protection of Privacy Act by the Ministry of Education and the Ministry of Training, Colleges and Universities. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and development, Youth Strategies classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)326-2856
8:30 - 5:00

The HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.

HR INNOVATIONS AND STRATEGIC PLANNING UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00

The HR Innovations and Strategic Planning Unit leads the development/design, implementation, and evaluation of the ministries strategic human resources plan. This includes research, development and implementation of human resources strategies, policies and programs(corporate and ministry-originated) such as performance management, learning and development, youth strategies, etc. The unit provides internal environmental scans and workforce analysis in support of the design of innovative HR strategies and business planning and manages the branch Web site. The unit also leads broad HR related planning exercises and coordinates the integration of WIN into the ministries.

ORGANIZATIONAL DEVELOPMENT UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-2389
Fax (416)326-2856

The Organizational Development Unit works with senior management teams, ministry client groups and with its partners in human resources to contribute to the health and effectiveness of the organization. It provides products and services in the areas of: Organizational Design, Human system Interventions, Succession Management, Process Consultation and Mapping, Executive Coaching, and Change Management.

INTERNAL AUDIT SERVICES

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)212-4816
Fax (416)325-1120
8:00 - 5:00

The Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal Audit Services are provided under the direction of the Chief Internal Auditor in the Internal Auditor.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Education with legal services in all areas of education. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; and freedom of information.

PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:30 - 5:00

The Planning and Expenditure Management Branch provides strategic leadership on stewardship/ controllership issues, guides the annual results based planning process and in-year financial management, and administers the ministry's financial and material resources.

FINANCIAL MANAGEMENT, MONITORING, AND SERVICE

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:00 - 5:00

The Financial Management, Monitoring, and Service provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

RESULTS PLANNING MONITORING AND REPORTING (EDU)

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Results Planning, Monitoring and Reporting Unit coordinates, facilitates and advises EDU with respect to matters and processes associated with the annual planning cycle and in-year budget management. The unit provides strategic input from a ministry and government-wide perspective. Areas of expertise include business case development and analysis, fiscal policy and planning, budget development, analysis and forecasting performance measures and risk management. Among processes that the unit leads are Results-based Planning, Printed Estimates, Estimates Standing Committee, development and tracking of division and branch budgets, MB20s, quarterly reports and Results Office Reports. The unit is the ministry primary contact with MGS and other central agencies associated on these matters.

RESULTS PLANNING, MONITORING AND REPORTING (TCU)

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416) 326-1842

The Results Planning, Monitoring and Reporting Unit coordinates, facilitates and advises TCU with respect to matters and processes associated with the annual planning cycle and in-year budget management. The unit provides strategic input from a ministry and government-wide perspective. Areas of expertise include business case development and analysis, fiscal policy and planning, budget development, analysis and forecasting performance measures and risk management. Among processes that the unit leads are Results-based Planning, Printed Estimates, Estimates Standing Committee, development and tracking of division and branch budgets, MB20s, quarterly reports and Results Office Reports. The unit is the ministry primary contact with MGS and other central agencies associated on these matters.

SERVICES AND FACILITIES

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Services and Facilities provides advice, coordination and facilitates the business support service relationship between the learning ministries and Ontario Shared Services. It oversees the Delegation of Authority Framework and provides procurement advice. It also provides accommodation, security and emergency management services. It is also responsible for the Brian Fleming Research and Learning Library.

FACILITIES MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151
8:30 - 5:00

The Facilities Management provides accommodation services to ensure an efficient and safe work environment. Services include: office design/renovation; building maintenance coordination;

security; emergency management and security planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce. The Facilities Management is also responsible for the development and implementation of the ministry emergency management plan, business continuity plan and emergency evacuation policies and procedures.

ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00 ♿

The Elementary/Secondary Business and Finance Division is responsible for the development and implementation of ministry policy for funding school boards, and for the delivery of support services to elementary and secondary schools. This includes the administration of capital and operating grants and the implementation and monitoring of policies and programs.

BUSINESS SERVICES BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
8:30 - 5:00 ♿

The Business Services Branch is responsible for developing and implementing policies governing pupil accommodation and student transportation **grants**, and for working with school boards in the development of cooperative services designed to improve the efficiency board operations.

Services offered to the Public:
Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-8407
Fax (416)325-6370
8:30 - 5:00 ♿

The **Education** Finance Branch develops analyses and options for refinements to **funding** formulas to support broader education policy changes. The branch prepares the annual grant regulations that determine each school board's total revenue from Provincial Grants and Local Education Property tax. The branch also provides staff support to the **pension** partnership between the Ontario Government and the Ontario Teacher's Federation and acts as the ministry's liaison with the federation and the Ministry of Finance on teachers' pension issues.

LABOUR RELATIONS AND GOVERNANCE BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247
8:30 - 5:00 ♿

The **Labour Relations** and Governance Branch provides advice on all matters related to elementary/secondary education governance and labour relations. It monitors school board staff negotiations and liaises with the Education Relations Commission and other ministries such as Labour, Municipal Affair and Housing and Finance.

TRANSFER PAYMENTS AND FINANCIAL REPORTING BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3711
Fax (416)325-2007
8:30 - 5:00 ♿

The Transfer Payments and Financial Reporting Branch is responsible for the administration of and accountability for operating **grants** provided to school boards. The branch administers grant payments to school boards and ensures that grant submissions are in accordance with the legislative grant regulations. The branch also develops and implements auditing procedures to ensure appropriate accountability for funds provided to school boards and is responsible for the consolidation of the school board financial statement into the province's Public Accounts.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:30 - 5:00 ♿

The French-Language Education and Educational Operations (FLEEO) Division focuses on the delivery of support services to elementary and secondary schools. The division plays a leading role in the development of policies and programs that address the educational needs of Aboriginals and francophones; develops policies, clarifies legislation, policy and program requirements with school boards and ensures their compliance. The division operates and manages the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning disabled. Through the Field Services Branch (FSB), the division is the principal point of contact for information flowing between the ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-8235
8:30 - 4:45

The Field Services Branch (FSB) coordinates the activities of six Regional Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system. Field Services Branch is responsible for policy and operations related to the inspection of private **schools** in Ontario and overseas. The Provincial School Attendance Counsellor in FSB acts to initiate provincial inquiries. The Aboriginal Education Policy Unit focuses on intergovernmental and educational issues related to aboriginal people.

ABORIGINAL EDUCATION POLICY UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-7328
8:30 - 4:45

The **Aboriginal** Education Policy Unit provides ministry-wide coordination and leadership on Aboriginal educational issues and initiatives, working in collaboration with Aboriginal communities, organizations, schools, other ministries and the federal government.

PRIVATE SCHOOLS AND ATTENDANCE UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1981

Field Services Branch coordinates the inspection of private schools in Ontario and overseas, validate and inspect private schools to ensure compliance with Ministry policy and provide other supervisory services as required.

REGIONAL OFFICES

BARRIE REGIONAL OFFICE
2nd Flr, 20 Rose St
Barrie L4M 2T2
General Inquiry (705)725-7627
Toll Free 1-800-471-0713
Fax (705)725-7635
Toll Free Fax 1-800-471-2584
8:30 - 4:45

LONDON REGIONAL OFFICE
Suite 207, 217 York St
London N6A 5P9
General Inquiry (519)667-1440
Toll Free 1-800-265-4221
Fax (519)667-9769
8:30 - 4:45

NORTH BAY REGIONAL OFFICE
Suite 211, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry 1-800-461-9570
General Inquiry (705)474-7210
Fax (705)497-6896

OTTAWA REGIONAL OFFICE
Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
General Inquiry (613)225-9210
Toll Free 1-800-267-1067
Fax (613)225-2881
8:30 - 4:45

SUDBURY REGIONAL OFFICE
Suite 203, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)474-7210
Toll Free 1-800-461-9570
Fax (705)564-4233
8:30 - 4:45

THUNDER BAY REGIONAL OFFICE
Suite 336, 435 James St S
Thunder Bay P7E 6S9
General Inquiry (807)475-1571
Toll Free 1-800-465-5020
Fax (807)475-1550
8:30 - 4:45

TORONTO AND AREA REGIONAL OFFICE
Clarica Ctr
Suite 1610, 3300 Bloor St W
Etobicoke M5X 2X3
General Inquiry (416)325-6874
Toll Free 1-800-268-5755
Fax (416)325-4153
8:30 - 4:45

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2127
Fax (416)325-2156
8:30 - 5:00

The **French** Language **Education** Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education thus supporting the quality education agenda for all Ontario students in French-language **schools**. The French-Language Education Policy and Program Branch is responsible for reviewing and developing a quality curriculum and supporting its implementation. It provides **funding** for the development of pedagogical resources in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and administers funding programs including the Official Languages in Education Program and the Targeted Measures for French minority language in support of French-language elementary/secondary education.

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-5405
Fax (905)878-1354
8:00 - 6:00

The Ministry of Education is responsible for the administration of five sites with provincial schools (four for Deaf students and one for **Blind** and Deafblind students) and four demonstration schools (for students with severe learning disabilities). The Provincial Schools Branch oversees the policies and operation of these nine schools. In addition, the schools provide residential facilities for deaf, blind, deafblind, and severely learning-disabled students; provide alternative programs as part of a continuum of services offered by local school boards; establish partnerships with school boards, community organizations and other government ministries to improve educational and residential programs; and disseminate information to parents, staff, the medical community, the general public and other interested organizations on issues related to the education of students.

Services offered to the Public:
Amethyst School: Residential School, Resource Services and Teacher Education Programs
Centre Jules-Léger: Residential School, Resource Services and Teacher Education Programs
Ernest C. Drury School for the Deaf: Residential and Day School Programs and Resource Services
Robarts School for the Deaf: Residential and Day School Programs and Resource Services
Sagonaska School: Residential School, Resource Services and Teacher Education Programs
Sir James Whitney School for the Deaf: Residential and Day School Programs and Resource Services
Trillium School: Day and Residential School Programs, Resource Services and Teacher Education Programs
W. Ross Macdonald School: Residential and Day School Programs and Resource Services

DEMONSTRATION SCHOOLS

Demonstration **Schools** provide programs and services for pupils with severe learning **disabilities**. They also provide in-service **teacher education** and consultative services to **school boards**.

AMETHYST SCHOOL
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:00 - 4:30

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-1030 (Residence)
Fax (613)761-9301
8:00 - 4:30

SAGONASKA SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:00 - 4:30

TRILLIUM SCHOOL
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-2851
Fax (905)878-4278
8:00 - 4:30

SCHOOL FOR THE BLIND

W ROSS MACDONALD SCHOOL
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30

SCHOOLS FOR THE DEAF

The provincial schools also provide resource services to pre-school **deaf** children and teacher education and consultative services to school boards.

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300 (Administration)
TTY (613)761-9302 (Administration)
TTY (613)761-1030 (Residence)
Fax (613)761-9301 (Administration)
8:00 - 4:30

ERNEST C DRURY SCHOOL
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354 (Administration)
Fax (905)878-0504 (Resource Services)
Fax (905)878-6628 (Maintenance)
Fax (905)878-6667 (Residence)

Fax (905)878-9261 (Elementary School)
Fax (905)878-9390 (Secondary School)
8:00 - 4:30

ROBARTS SCHOOL
1090 Highbury Ave
London N5Y 4V9
General Inquiry (519)453-4400
TTY (519)453-4400 (General Inquiry)
Fax (519)453-7943
8:00 - 4:30

SIR JAMES WHITNEY SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2823
TTY (613)967-2823
Fax (613)967-2857
8:00 - 4:30

INSTRUCTION AND LEADERSHIP DEVELOPMENT DIVISION

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3664
Fax (416)325-7019
8:30 - 5:00

The Instruction and Leadership Development Division has responsibility for the development and implementation of policies and programs that support teaching, teachers, leadership capacity and information practices of schools and boards. Key responsibilities include: the support program for new teachers; the Turnaround Teams program, which provides literacy support to struggling schools; the Teacher Performance Appraisal system; the Premier's Award for Teaching Excellence; policies and programs supporting the role of the principal and senior administrators; liaison with the Ontario College of Teachers; and responsibility for the management of elementary and secondary data collection, integration and analysis.

INFORMATION MANAGEMENT BRANCH

College Park
4th Flr Suite 422, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-4876
Fax (416)325-2373
8:30 - 5:00

The Information Management Branch is responsible for a number of activities and initiatives aimed at increasing the capacity for evidence-informed decision making at the school, board and ministry level. These initiatives fall under the heading of Managing Information for Student Achievement (MISA) and include data collection, reporting, integration and analysis for the Ministry of Education.

BUSINESS MANAGEMENT OFFICE (BMO)

College Park
4th Flr Suite 422, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-4876
Fax (416)325-2373

COLLECTIONS UNIT

College Park
4th Flr Suite 422, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)212-6366
Toll Free 1-800-275-5934 (OEN)
Fax (416)325-2361
Fax (416)212-2763 (OEN)
8:00 - 5:00

PERFORMANCE SYSTEMS AND QUALITY ASSURANCE BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2623
Fax (416)325-7019
8:30 - 5:00

The Performance Systems and Quality Assurance Branch develops policies and implements program and initiatives to support teaching excellence and leadership development. Key responsibilities of the branch include developing policies and/or programs in support of: the leadership capacity of schools and boards; the role of the principal; the role of senior education administrators; **teacher** performance appraisal; implementing the Premier's Awards for Teaching Excellence to recognize and celebrate exceptional educators and education support workers; consulting with education stakeholders on leadership development issues and the administration of the Turnaround Teams Program to improve **literacy** achievement of students in JK to Grade 3.

POLICY AND PROGRAM DEVELOPMENT UNIT

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416) 325-0450

The Policy and Program Development Unit provides policy advice and program support in the development and implementation of school and system leadership initiatives and capacity building. In addition, the Policy and Program Development Unit conducts inter-jurisdictional research in support of evidence-based policy development.

TURNAROUND TEAMS PROGRAM UNIT

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416) 325-1073

The Turnaround Teams Program Unit is responsible for working with schools in the Turnaround Teams Program to develop strategies to improve student achievement for students in JK to Grade 3.

TEACHING POLICY AND STANDARDS BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-7573
Fax (416)325-7019
8:30 - 5:00

The Teaching Policy and Standards Branch contributes to student success by providing policy advice, developing programs and monitoring the implementation of teaching excellence initiatives. Key responsibilities for the branch include: legislation and regulations related to **teachers**, an induction program for new teachers, professional development of teachers; and policies and programs relating to supervisory officers. The branch liaises with organizations, including the Ontario College of Teachers and Ontario Association of Deans of Education.

LITERACY AND NUMERACY SECRETARIAT

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416) 325-9757

The **Literacy** and Numeracy Secretariat was established by the Ontario Ministry of Education to ensure that students are getting the support they need. The Student Achievement Officers of the Secretariat are building strong relationships within the education community and are working cooperatively with boards to build capacity within schools and districts to improve student learning and achievement.The Secretariat's strategy is to improve student achievement in Ontario, with the goal of having 75 per cent of all students by the age of 12 meet or surpass the provincial standard by 2008.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371
8:30 - 4:45

Office of the Chief Information Officer, Community Services I&IT Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

PLANNING AND ARCHITECTURE

4th Flr Suite 424, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)326-9577
Fax (416)325-9473
8:30 - 4:45

The Planning and Architecture unit provides cluster IT planning, information, application and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the security policies associated with I&IT.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)325-2262
8:30 - 4:45 ♿

The Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45 ♿

The Technology and Services Management Branch provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

STRATEGIC PLANNING AND ELEMENTARY/SECONDARY PROGRAMS DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2135
Fax (416)327-1182 ♿

The Strategic Planning and Elementary/Secondary Programs Division develops policies and program directions for elementary and secondary school and agencies in Ontario in order to foster and sustain a high-quality education system for all students in the province. The division's work focuses to achieve two key outcomes: Support Student learning and maintaining challenging standards of achievement, preparation of all students for success in further education, work and community life; and promotion of successful educational outcomes for special education students.

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The Curriculum and Assessment Policy Branch is responsible for developing policy for publicly funded education. Policy areas include elementary and secondary curriculum and student assessment, including a province-wide report card. The branch also develops policies for the approval of textbooks and other learning resources; coordinates initiatives to assist teachers in the implementation of new curriculum and assessment policies; develops processes to monitor implementation; develops the province's e-learning strategy; administers programs for the provincial **licensing** of educational software; and administers the Accent and Odyssey Programs. The branch also maintains a link with the Education Quality and Accountability Office (EQAO) to ensure that large-scale assessments are intricately linked to curriculum standards and quality student learning. There are four units within the branch that provide specific expertise and contribution to overall work of the branch.

ACCENT AND ODYSSEY PROGRAMS

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2792
Fax (416)325-2472

The Curriculum and Learning Resources Policy Unit is also responsible for the Accent and Odyssey programs which are funded by Canadian Heritage and administered by the provinces and territories with the assistance of the Council of Ministers of Education, Canada. The goal is to coordinate these exchange programs that promote the learning of **French** as a second **language**, French as a minority language or English as a second language. Participants usually travel to another province or territory to perform their duties. The Ministry of Education in administering the programs, liaise with school boards, universities and colleges in Ontario and with provincial and territorial coordinators.

ASSESSMENT AND REPORTING UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

As a unit in the Curriculum and **Assessment** Policy Branch the main goal of the Assessment and Reporting Unit is to ensure clear and accountable measurement and communication of student achievement. This unit works to develop and maintain an up-to-date assessment policy that is focused on improving student achievement; to develop and facilitate the development of assessment resources that support and clarify policy; to research and support assessment practices that contribute to improved student achievement; with the **Literacy** and Numeracy Secretariat, to lead and coordinate the government's initiative to improve boys' literacy skills (Kindergarten to grade 12); to develop literacy support materials grades 7 to 12; to work with Education Quality and Accountability Office (EQAO) to ensure that a provincial testing program provides students, parents and boards with the data necessary to improve student, school and board achievement.

CURRICULUM AND LEARNING RESOURCES POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The **Curriculum** and Learning Resources Policy Unit is responsible for elementary and secondary curriculum and learning resources policy and related literacy/numeracy initiatives. This unit works on policies and targeted supports for English as a Second Language and French as a Second Language. The unit has specific responsibilities for: supporting Student Success/Learning 18 and targeted professional development for literacy/numeracy; administering learning resource policies and programs; the development and implementation of supports for teachers and the Ontario Software Acquisition Program (OSAPAC).

E-LEARNING ONTARIO

4th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-1466
Fax (416)325-9473
8:30 - 4:45

e-Learning Ontario is responsible for developing the province's e-learning strategy. The proposed strategy would provide school boards and schools with shared tools, teaching and learning resources and policy support to support the delivery of consistent and equitable e-learning opportunities. These opportunities range from teacher-mediated e-learning credit courses for secondary school students to digital learning objects to assist teachers to improve student achievement in literacy numeracy.

IMPLEMENTATION AND REVIEW UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The main goal of the Implementation and Review Unit is to lead the ongoing cycle of **curriculum** review and revision, and to support implementation. This unit coordinates the training initiatives for the branch to ensure coherence and acts as ongoing branch interface with key stakeholders on curriculum implementation.

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664
8:30 - 5:30

The Policy and Program Branch provides policy advice, program support and implementation guidance in elementary education with a focus on Safer Schools, Best Start, Healthy Schools and strategic resource development for literacy and numeracy, JK-6. In addition to undertaking research and policy development and implementation, the branch performs a lead liaison role with national and international organizations. The branch consists of three units: Policy Development and Implementation, Research and Information and Corporate Support and Liaison.

CORPORATE SUPPORT AND LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4286
Fax (416)325-2664
8:30 - 5:30

The Corporate Support and Liaison Unit provides corporate support for the ministry's relations with: the Council of Ministers of Education, Canada; national and international organizations with an education mandate; and foreign delegations. The unit is also responsible for coordinating all business processes regarding branch-specific performance measures, business planning and expenditure management practices and human resources administration.

Services offered to the Public:
Council of Ministers of Education, Canada

POLICY DEVELOPMENT AND IMPLEMENTATION UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:30 - 5:30

The Policy Development and Implementation Unit is specifically responsible for developing and supporting the implementation policy and programs particularly as it relates to: Safer Schools and healthy schools.

POLICY INFORMATION AND RESEARCH UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-2664
8:30 - 5:30

The Policy Information and Research Unit provides information for policy development and analysis. Its primary functions include: tracking interjurisdictional education policy trends; researching factors related to student achievement and school improvement; analyzing student achievement and improvement data; coordinating the ministry's input into national and international activities for the development of education indicators.

STRATEGIC RESOURCE DEVELOPMENT, LITERACY AND NUMERACY

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2808 (Toronto Area)
General Inquiry (613)739-9615 (Ottawa Area)

The Strategic Resource Development Team is responsible for the development of professional resources for Ontario teachers in **Literacy** and Numeracy, JK to Grade 6. This includes Guides to Effective Instruction, in Literacy and Numeracy, as well as on-line electronic modules. The resources are developed both in English and French.

PROGRAMS SUPPORT BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)212-4651
Fax (416)325-2879

The Programs Support Branch plays a key leadership role in the Strategic Planning and Elementary/ Secondary Programs Division in advising and developing initiatives to promote and implement the education programs and policies currently underway in the division.

SECONDARY SCHOOL POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

Secondary School Policy and Programs Branch develops policies for: program and diploma requirements in secondary school; guidance and **career** education in elementary and secondary school; cooperative education and school-work transitions; school-college transition and students at risk. It works closely with the Ministry of Training, Colleges and Universities, the Provincial Partnership Council, business-education councils, schools/school boards, and other organizations to expand school-work transition opportunities, including the Ontario Youth Apprenticeship Program, for students.

SCHOOL-WORK-TRANSITION POLICY AND PROGRAM UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2886
Fax (416)325-2552

The School-Work-Transition Policy and Program Unit develops and supports implementation of policies and programs related to the transition of **students** from secondary education to work and **apprenticeship**. Responsibilities include expanding student access to work experiences through policies, programs and partnerships that include: cooperative education and all other forms of experiential learning, the Provincial Partnership Council, Passport to Prosperity employer campaign, the Ontario Skills Passport, sectoral relationships (business sectors), business-education councils and the Ontario Youth Apprenticeship Program.

SECONDARY SCHOOL POLICY UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0951
Fax (416)325-2552

The Secondary School Policy Unit develops and supports implementation of policies related to diploma requirements, the organization of secondary school programs, the Grade 1-12 guidance and career **education** program; the transition of students from elementary to secondary school; student transitions to higher education (e.g., career pathways to college); the double cohort; prior learning assessment and recognition; programs for at-risk students.

SPECIAL EDUCATION POLICY AND PROGRAMS BRANCH

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
Fax (416)325-3318
www.edu.gov.on.ca
8:30 - 5:00

The primary functions of the Special Education Policy and Programs Branch are to: support the educational achievement of students with special needs through evidenced-based policies; liaise with a wide range of stakeholders/educational partners to identify issues requiring policy responses; provide expertise to other branches of the ministry to ensure that issues associated with special education are considered and addressed; and ensure horizontal policy integration for interministry policy initiatives that are aimed at serving children and youth with special needs.

CORPORATE AND PROGRAM RESOURCE UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00

The Corporate and Program Resource Unit is responsible for: providing corporate supports, including stakeholder relations; development of materials and related activities which support corporate projects; developing resources and implementing projects aimed at quality improvements in special education; coordinating administrative support for the Minister's Advisory Council on Special Education (MACSE).

PROGRAM POLICY UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca

The Program Policy Unit is responsible for: leading the development of policy initiatives; coordinating activities with other ministry branches on such policy matters as curriculum and assessment; secondary school policy; and the Ontario Special Education Tribunals (English and French).

STRATEGIC POLICY AND COORDINATED SERVICES UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00

The Strategic Policy and Coordinated Services Unit is responsible for policies related to service coordination for students with special needs; tracking inter-jurisdictional special education trends; providing evidence-based information for policy development, analysis and implementation; and developing/maintaining relationships with the research community with regards to special education.

AGENCIES, BOARDS AND COMMISSIONS

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

Suite 1200, 2 Carlton St
Toronto M5B 2M9
General Inquiry (416)314-0146
Toll Free 1-888-327-7377
Fax (416)325-2956 (Communications)
www.eqao.com
8:30 - 5:00

The responsibilities of the **Education** Quality and Accountability Office are focused on providing and/or ensuring the provision of clear, accurate and relevant information on the quality of education in Ontario; guiding improvement planning; and promoting the sharing of best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy and conducting quality reviews; implementation of a provincial performance indicators system; supporting Ontario's participation in national and international assessment initiatives; reporting to the minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all students.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3500
Fax (416)325-2979
8:30 - 4:30

The **Language**s of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or English minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

MINISTER'S ADVISORY COUNCIL ON SPECIAL EDUCATION

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca
9:00 - 5:00

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental **disabilities**, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and Long-Term Care, and the Ministry of Community, and Social Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

2180 Yonge St
PO Box 200 Stn Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
www.tvontario.org
8:00 - 6:00

Within the context of the Ontario Educational Communications Authority Act, the federal Broadcasting Act and its CRTC licences, TVOntario's mandate is to serve as an adjunct to the formal education and training systems in Ontario, by using television and other communications technologies to provide high-quality educational programs, curriculum resources and **distance education** courses in English and in **French**. TVOntario delivers its programs and services to Ontarians through two educational television networks - TVO (English-language) and TFO (French-language) - and the Independent Learning Centre, the province's elementary and secondary correspondence school.

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-8405
8:30 - 4:45

The Provincial **Schools** Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education, and Community Safety and Correctional Services. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievances**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-2829 (English)
General Inquiry (416)325-0269 (French)
Fax (416)325-3318
9:00 - 5:00

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification or the placement of an exceptional pupil. More information about the Ontario Special Education English and French Tribunals may be found on pages D37 to D42 in Part D of the Ministry of Education document Special Education: A Guide For Educators: http://www.edu.gov.on.ca/eng/general/elemsec/speced/guide/specedpartde.pdf

ACTS

Education Act
Education Quality and Accountability Office Act, 1996
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Ontario College of Teachers Act, 1996
Ontario Educational Communications Authority Act
Ontario Institute for Studies in Education Repeal Act, 1996
Ontario School Trustees' Council Act
Ottawa-Carleton French-Language School Board Transferred Employees Act
Provincial Schools Negotiations Act
School Trust Conveyances Act
Stability and Excellence in Education Act, 2001
Teachers' Pension Act
Teaching Profession Act
Upper Canada College Act

MINISTRY OF ENERGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
www.energy.gov.on.ca
8:00 - 5:30

The Ministry of Energy is responsible for supporting the development of a conservation culture and the development of a cost-efficient, reliable, and environmentally sustainable energy supply. The ministry sets the legislative and policy frameworks within which energy sector participants and regulators operate, including the Independent Electricity System Operator, Ontario Energy Board and Ontario Power Authority.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Toll Free 1-888-668-4636
Fax (416)326-3947
www.energy.gov.on.ca
8:30 - 5:00

The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building activities between its partner ministries within the provincial government and a broad network representing Ontario's energy sector. Its objective is to raise awareness and promote understanding by the public of government energy-related initiatives and policies. The branch provides services such as communications planning, produces communications materials such as speeches, news releases, brochures and publications, answers public and media inquiries, and oversees the ministry's Web site and call centre.

OFFICE OF CONSERVATION AND STRATEGIC POLICY

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6216
Fax (416)325-3438
8:30 - 5:00

The Office of Conservation and Strategic Policy provides strategic policy coordination and development for the ministry as well as policy analysis and advice related to energy conservation and efficiency, demand management, and conservation.

ENERGY CONSERVATION BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 5:00

The **Energy Conservation** Branch provides analysis, advice and policy development on issues relating to energy efficiency, demand management and conservation. The branch also administers the Energy Efficiency Act.

STRATEGIC POLICY BRANCH

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6216
8:30 - 5:00

The Strategic Policy Branch provides analysis, advice, liaison and policy development on energy issues, which require consultation with other provincial ministries and levels of government. The branch also provides central strategic policy advice for the ministry and works to promote policy integration and coordination.

OFFICE OF CONSUMER AND REGULATORY AFFAIRS AND CORPORATE SERVICES

5th Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 5:00

The Office of Consumer and Regulatory Affairs and Corporate Services provides support, advice, and makes recommendations concerning the regulatory framework and governance of the electricity sector, natural gas sector and emergency planning. The Office also directs the development and implementation of results-based planning processes, provides advice on human resources management, and supports the effective provision of services.

CONSUMER AND REGULATORY AFFAIRS BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 5:00

The Consumer and Regulatory Affairs Branch provides expert analysis and develops policy options on issues relating to the **electricity** system in Ontario including the regulatory framework for the electricity and natural gas sectors, consumer protection, integrated planning, issues with respect to restructuring and the application of the Energy Competition Act and distribution and transmission restructuring and pricing. The branch represents Ontario's interests in electricity discussions with the federal government and other jurisdictions; and provides the ministry's and government's principal liaison with regulated utilities and other stakeholders in the electricity sector.

CORPORATE SERVICES

5th Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6866
Fax (416)314-3354
8:30 - 5:00

Corporate Services is responsible for providing services to the Ministries of Energy, and Public Infrastructure Renewal. Corporate Services is responsible for providing results-based planning, financial and administrative support to the ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management, and French language services. Corporate Services also manages the relationship with service providers and is the key point of contact with the Information Technology Clusters, Ontario Internal Audit and Ontario Shared Services.

FREEDOM OF INFORMATION AND RECORDED INFORMATION MANAGEMENT OFFICE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4075
Fax (416)314-4285
8:30 - 4:30

The Freedom of Information (FOI) Office is responsible for implementing and administering the FOI/Privacy Act within the ministry. It develops policies to assist staff in complying with the requirements of the Act, coordinates access to information requests and represents the ministry when appeals are filed.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 5:00

The French Services office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services.

INFORMATION RESOURCES CENTRE

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1247
Fax (416)327-1510
8:30 - 4:30

The Information Resources Centre (IRC) provides a comprehensive information service to the ministry. Customized reference searches, specific facts or data, alerting services, internet advisory, and document delivery services are available to ministry staff on demand.

LEGAL SERVICES

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6840
Fax (416)325-6981
8:30 - 5:00

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

ONTARIO INTERNAL AUDIT

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1703
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

SERVICE MANAGEMENT BRANCH

5th Flr, 880 Bay S
Toronto M7A 2C1
General Inquiry (416)325-6866
Fax (416)314-3354
8:30 - 5:00

The Service Management Branch manages the ministry's internal service agreements (i.e. Ontario Shared Services, Information Technology, Facilitities and other administrative services), Emergency Management Program including business continuity planning, Quality Service Program facilities management, telecommunications, information and document management and administrates the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects and overall business improvements for the ministry.

OFFICE OF ENERGY SUPPLY

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7353
Fax (416)314-6224
8:30 - 5:00

The Office of Energy Supply coordinates policy initiatives, strategic advice and program development on energy policy issues; promotes development of new renewable energy sources; and, fosters and supports productive interaction with other provincial, federal, and international governments to support ministry priorities and initiatives.

ENERGY SUPPLY AND COMPETITION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 5:00 ♿

The Energy Supply and Competition Branch conducts financial and economic analysis related to the energy industry, electricity, oil and natural gas supply, regulatory issues, energy policy and market structures. The branch is the principal liaison with the Independent Electricity System Operator, Ontario Power Generation and other generators and producers in the energy industry. Through a shared services agreement, the division provides environmental economic support to the Ministry of the Environment. The division includes the Energy Markets section which provides analysis, advice and liaison relating to gasoline markets, oil, natural gas supply and external electricity. It is also responsible for the ministry's intergovernmental relations.

ENERGY ECONOMICS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 ♿

Energy Economics provides economic advice and analysis related to new generation investment issues, energy **environmental** issues, energy pricing, supply adequacy, fuel mix, energy technology issues, energy efficiency, renewable and alternative technology, including impact assessments of policy proposals and individual projects.

ENERGY MARKETS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 5:00 ♿

The **Energy** Markets Section provides analysis, advice and policy coordination on issues relating to the supply and pricing of **natural gas**, crude oil, **petroleum** products, **petrochemicals**, **gasoline** and alternate transportation **fuels**. The section provides the ministry's main liaison with the oil, gas transmission, and alternate transportation fuels industries and associations. It also represents Ontario's **oil** and gas interests in hearings before the National Energy Board. The section also coordinates Ontario positions on energy issues for discussions with the federal government and other jurisdictions.

RENEWABLE ENERGY SUPPLY

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-6972
8:30 - 5:00 ♿

Renewable **Energy** Supply is responsible for developing, supporting and administering initiatives to promote the deployment of renewable and alternative energy technologies. Top branch activities surround the development of policy to achieve the government's target of adding 1,350 MW of new renewable generation capacity by the end of 2007, and 2, 700 MW of new renewable generation capacity by the end of 2010.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD

Suite 2700, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)481-1967
(416)314-2455 (Consumer Relations Centre)
Toll Free 1-877-632-2727 (Consumer Relations Centre)
Toll Free 1-888-632-6273
Fax (416)440-7656
www.oeb.gov.on.ca
8:30 - 5:00

The Ontario **Energy** Board regulates Ontario's **natural gas** and **electricity** sectors and provides advice on energy matters to the Minister of Energy. The Board operates as a regulatory tribunal that makes determinations on applications made to it following a hearing process. The Board also develops regulatory policy and makes rules and codes that govern the conduct of parties active in the energy sectors. In the electricity sector, the Board licenses all market participants; sets rates; and approves the IESO's budget and fees. In the natural gas sector, the Board approves rates charged by **utilities**; licenses all marketers who sell natural gas to small volume consumers; and approves storage facilities and franchise agreements between utilities and municipalities. The Board also must approve utility ownership changes and the construction of natural gas pipelines and major electricity transmission lines.

ACTS

Electricity Act, 1998 (as amended by the Electricity Restructuring Act 2004)
Energy Efficiency Act, RSO 1990
Hydro One Inc. Directors and Officers Act, 2002
Ministry of Energy Act, RSO 1990
Ontario Energy Board, 1998 (as amended by the Electricity Restructuring Act 2004)
Power Corporation Act, RSO 1990
The Toronto District Heating Corporation Act, 1998

MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
www.ene.gov.on.ca
8:30 - 5:00

The Ministry of the Environment is the lead ministry responsible for restoring, protecting and enhancing the environment to ensure public health and environmental quality. The ministry sets clear policies, standards, rules and regulations to protect the environment and encourage conservation activities. Along with monitoring the environment and enforcing these rules, the ministry looks for innovative approaches to complement legislation and regulations.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 5:00

The Communications Branch is responsible for coordinating public and internal communications activities. Staff develop corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the public and the media. The branch operates a bilingual Public Information Centre.

PUBLIC INFORMATION CENTRE
1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
8:30 - 5:00

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6589
(416)314-6581 (Duty Counsel Line)
Fax (416)314-6579
Fax (416)212-0863 (Counsel at 5775 Yonge St)
8:30 - 5:00

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; conducting prosecutions under provincial environmental legislation; representing the ministry before environmental, land-use planning and energy tribunals; and providing a wide range of solicitors'

services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:15 - 4:30

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425
Fax (416)314-7858 (40 St Clair Ave W)
8:00 - 5:00

The Corporate Management Division is responsible for the strategic leadership and direction for human resources, business and fiscal planning, accommodation, modern controllership and the ministry's corporate information management and technology needs. It liaises with central agencies, and ensures the ministry adheres to government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act, the French Language Services Act, Quality Service and the Environmental Bill of Rights. The division provides business support services and manages the service management relationship with the Ontario Shared Services and Internal Audit.

BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7360
Fax (416)314-7858
8:30 - 5:00

The Business and Fiscal Planning Branch provides strategic leadership and advice for the ministry's results based planning and program evaluation. The branch assists in the development and monitoring of the ministry's performance measurement criteria. It coordinates, analyzes, and monitors the ministry's multi-year budget and acts as a liaison with central agencies on results based planning issues. In addition, the branch is responsible for modern controllership and service management with the Ontario Shared Services for services such as financial processing, procurement, payment, mail and control services. The Business and Fiscal Planning Branch is also responsible for accommodation and facilities management, operating the ministry print shop and fleet and assets management.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 5:00

The Human Resources Branch is responsible for developing workforce strategies, plans and programs to facilitate achievement of ministry goals, as well as providing a broad range of human resources services to support clients. Services include recruitment, talent management, occupational health and safety, and technical training. The branch also coordinates continuity of operations planning for the ministry. Controllership services are provided to support consistent implementation of government-wide initiatives, legislation, collective agreements, and policies.

INFORMATION MANAGEMENT AND ACCESS BRANCH

12th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
Fax (416)314-6872
8:30 - 5:00

The Information Management and Access Branch provides advice on information management, and consolidates the information resources of Freedom of Information (FOI), Information Resource Centre (IRC), **Environmental Bill of Rights (EBR)**, Records Management and French Language Services (FLS) to support access to information and citizen engagement. The branch supports ministry compliance with the Freedom of Information and Protection of Privacy Act (FIPPA), Environmental Bill of Rights (EBR), Archives Act (AA) and the French Language Services Act (FLSA), by providing advice and guidance to staff on legislated requirements. The branch also provides a comprehensive information service to the ministry through the IRC.

LAND AND RESOURCES CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:00 - 4:30

The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of Land and Resources Cluster (LRC) and ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the LRC's and the ministry's information technology infrastructure, and the maintenance of the Wide Area Network (WAN).

TRANSFORMATION OFFICE

3rd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-9591
Fax (416)314-9583
8:30 - 4:30

The Transformation Office focuses on new innovative initiatives that will modernize the way the Ministry approaches environmental management. The Office coordinates the implementation of the modernization agenda; leads the development and implementation of initiatives; and integrates related initiatives through policy frameworks.

DRINKING WATER MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935
8:30 - 5:00

The Drinking Water Management Division has lead responsibility for program and operational activities related to the protection and provision of safe drinking water in Ontario. The division is organized along functional areas which include the Drinking Water Program Management Branch, the Education and Outreach Branch and the Safe Drinking Water Branch. The ADM/Chief Drinking Water Inspector's Office leads the ministry's drinking water activities. The office works with a broad community of stakeholders to provide safe drinking water in Ontario, engaging scientific, analytical and program experts across the ministry and OPS to increase the integration of our programs and approaches to drinking water; looks for ways to continuously improve our responses to safe drinking water concerns; and represents the province on drinking water issues.

DRINKING WATER PROGRAM MANAGEMENT BRANCH

18th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-1509
Fax (416)212-2757
8:30 - 5:00

The Drinking Water Program Management Branch is responsible for drinking water program design and management from source to tap. It conducts program analysis and provides information management and business solutions to support drinking water program development and the Drinking Water Management Division's compliance program. The branch is made up of five sections: Program Planning and Development; Assessment, Evaluation and Best Practices; Information Management and Business Solutions; Source Protection Planning; and, Source Protection Approvals.

SOURCE PROTECTION APPROVALS

18th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-1509
8:30 - 5:00

The Source Protection Approvals section is charged with the responsibility of developing and implementing the source protection program infrastructure framework to support the ministry's role in reviewing and/or approving elements required for source protection planning. In addition, the section will be reviewing and approving Assessment Reports and Source Protection Plans as required under the legislation. Staff also provide advice and practical assistance to local source

protection planning committees in conjunction with the Source Protection Planning Section. Finally, the section provides the coordination within the Ministry of the Environment and other ministries, for implementation activities involving actions by crown agencies.

SOURCE PROTECTION PLANNING

18th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-3712
8:30 - 5:00

The Source Protection Planning section is involved with the development of technical guidance documents, technical tools and techniques in support of the Source Protection legislation. The section also provides scientific and practical assistance to local source protection committees. Information management and data protocols specific to source protection are developed and coordinated across the Ministry of the Environment and other ministries. In addition, the section facilitates the implementation of outreach programs in conjunction with the Education and Outreach Branch.

EDUCATION AND OUTREACH BRANCH

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-7857
Fax (416)314-9477
8:30 - 5:00

The Education and Outreach Branch works with its partners across the ministry on a broad range of drinking water-related activities including: the coordination of outreach, managing stakeholder relations, facilitating internal communications, staff training and client services and managing the Operator Certification and Training program. It also provides project management support and business services to the division. This branch is made up of four sections: Stakeholder Relations; Certification, Training, and Client Services; Project Management; and Divisional Business Services.

CERTIFICATION, TRAINING AND CLIENT SERVICES

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-7065
Fax (416)212-4009
8:30 - 5:00

The **Certification**, **Training** and Client Services section has overall responsibility for the Operator Certification and Training Program, divisional staff training strategies/programs and client services.

DIVISIONAL BUSINESS SERVICES

8th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-3950
Fax (416)212-0607
8:30 - 5:00

The Divisional Business Services section provides centralized support to the Drinking Water Management Division in Human Resources, Finance, Accommodations, Facilities, Assets, along with other areas.

PROJECT MANAGEMENT

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-7857
Fax (416)314-9477
8:30 - 5:00

The Project Management section provides project management support to the Education and Outreach Branch and the Drinking Water Management Division.

STAKEHOLDER RELATIONS

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-7857
Fax (416)314-9477
8:30 - 5:00

The Stakeholder Relations section has a mandate to provide outreach support to the Drinking Water Management Division and the regulated community that would help promote greater compliance. The section provides internal and external drinking water stakeholders with information tools to assist them to comply with drinking water related legislative requirements.

WALKERTON CLEAN WATER CENTRE

Bldg 3
220 Trillium Court
PO Box 160
Walkerton N0G 2V0
General Inquiry (519)881-2003
Toll Free 1-866-515-0550
Fax (519)881-4947
8:00 - 4:00

The Walkerton Clean Water Centre was established in October 2004 under the Development Corporations Act with a mandate to coordinate and deliver education and training for owners, operators and operating authorities of drinking water systems, with a particular focus on the accessibility and availability of training to owners and operators of small and remote systems, including (on a cost recovery basis) First Nations operators. The affairs of the Centre are under the management and control of a Board of Directors appointed by order-in-council in October 2004. The Centre is located in Walkerton and will offer services throughout Ontario. The agency is accountable to the Minister of Environment.

SAFE DRINKING WATER BRANCH

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-7318
Fax (416)212-7576
8:30 - 5:00

The Safe Drinking Water Branch has overall responsibility for managing and delivering drinking water approval and compliance programs in the field. The functions of this branch are divided between two sections: Approvals and Licensing, and Drinking Water Compliance.

APPROVALS AND LICENSING

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-4300
Fax (416)314-1037
8:30 - 5:00

The Approvals and **Licensing** section is responsible for issuing all Certificates of Approval for municipal **drinking water** systems, and for managing approvals and licensing processes and activities to achieve the enhanced levels of accountability required by the Safe Drinking Water Act legislation.

DRINKING WATER COMPLIANCE

DRINKING WATER COMPLIANCE (CENTRAL REGION)

5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (416)427-5618

The Drinking Water Compliance section is responsible for managing compliance and inspection activities as they relate to drinking water. The section exists as the primary means of assessing the environmental health interventions that are needed to protect the communal drinking water resources in Central Ontario. The Compliance Section conducts proactive inspections of all municipal drinking water systems and responds to adverse water quality incidents.

DRINKING WATER COMPLIANCE (EASTERN AND NORTHERN REGIONS)

133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
8:30 - 5:00

The Drinking Water Compliance section is responsible for managing compliance and inspection activities as they relate to drinking water. The section exists as the primary means of assessing the environmental health interventions that are needed to protect the communal drinking water resources in Eastern and Northern Ontario. The Compliance Section conducts proactive inspections of municipal drinking water systems and responds to adverse water quality incidents.

EASTERN REGION

BELLEVILLE OFFICE
Bay View Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809
8:30 - 5:00

CORNWALL OFFICE
1st Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402
8:30 - 5:00

KINGSTON OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6920
8:30 - 5:00

OTTAWA OFFICE
2430 Don Reid Dr
Ottawa K1H 1E1
General Inquiry (613)521-3450
Fax (613)521-5437
8:30 - 5:00

PETERBOROUGH OFFICE
Robinson Pl South Tower
300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4300
Fax (705)755-4321
8:30 - 5:00

NORTHERN REGION

KENORA OFFICE
2nd Flr, 808 Robertson St
PO Box 5150
Kenora P9N 3X9
General Inquiry (807)468-2718
Fax (807)468-2735
8:30 - 5:00

NORTH BAY OFFICE
Units 16 & 17, 191 Booth Rd
North Bay P1A 4K3
General Inquiry (705)497-6865
Fax (705)497-6866
8:30 - 5:00

SAULT STE MARIE OFFICE
3rd Flr, 289 Bay St
Sault Ste Marie P6A 1W7
General Inquiry (705)942-6354
Fax (705)942-6327
8:30 - 5:00

SUDBURY OFFICE
Suite 1201, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Fax (705)564-4180
8:30 - 5:00

THUNDER BAY OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1161
8:30 - 5:00

TIMMINS OFFICE
Ontario Government Complex D Wing
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520
8:30 - 5:00

DRINKING WATER COMPLIANCE (SOUTHWEST AND WEST CENTRAL REGIONS)

3rd Flr, 3232 White Oak Rd
London N6E 1L8
General Inquiry (519)873-5094
Fax (519)873-5096
8:30 - 5:00

The **Drinking Water** Compliance section is responsible for managing compliance and **inspection** activities as they relate to drinking water. The section exists as the primary means of assessing the environmental health interventions that are needed to protect the communal drinking water resources in South West and West Central Regions of Ontario. The Compliance Section conducts proactive inspections of municipal drinking water systems and responds to adverse water quality incidents.

SOUTH WEST REGION

BARRIE OFFICE
Unit 1201, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)739-6441
Toll Free 1-800-890-8511
Fax (705)739-6350
8:30 - 5:00

LONDON OFFICE
3rd Flr, 3232 White Oak Rd
London N6E 1L8
General Inquiry (519)873-5094
Fax (519)873-5096
8:30 - 5:00

OWEN SOUND OFFICE
1580 20th St E
PO Box 967
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Toll Free 1-800-265-3783
Fax (519)371-7829
8:30 - 5:00

SARNIA OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Fax (519)336-4280
8:30 - 5:00

WINDSOR OFFICE
Unit 620, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)948-1464
Fax (519)948-2396
8:30 - 5:00

WEST CENTRAL REGION

GUELPH OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4255
Toll Free 1-800-265-8658
Fax (519)826-4286
8:30 - 5:00

HAMILTON OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Toll Free 1-800-668-4557
Fax (905)521-7806
8:30 - 5:00

NIAGARA OFFICE
9th Flr Suite 15, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:30 - 5:00

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358
8:30 - 5:00

The Environmental Sciences and Standards Division (ESSD) leads the ministry's science, technology, and analytical programs, and provides support to policy and operational decision making by developing standards and guidelines, coordinating the delivery of partnerships including Drive Clean, monitoring the state of Ontario's environment, managing environmental information and providing laboratory services.

DRIVE CLEAN OFFICE

4th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5856
Fax (416)314-4160
www.driveclean.com
8:00 - 5:00

In support of clean air, the **Drive Clean** Office is responsible for the management and administration of Drive Clean, Ontario's mandatory **vehicle** emissions **inspection** and maintenance program. The purpose of the Drive Clean program is to reduce vehicle emissions of smog-causing pollutants by requiring vehicles to undergo an emissions test to identify emissions problems and have them repaired. Light duty vehicles in the program area require a biennial test and heavy duty vehicles (with capacity greater than 20%) require an annual test. The Drive Clean program is a model of Alternative Service Delivery. Program services are delivered through Fee-for-Service Contracts and Performance Contracts with private sector service providers. The Drive Clean Office

manages the contracts, sets program regulations and policies, directs quality assurance and compliance activities, and oversees the program's dispute resolution process.

ENVIRONMENTAL INNOVATIONS AND EMERGING SCIENCES BRANCH

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5883
Fax (416)314-0251
8:30 - 4:30

The **Environment**al Innovations and Emerging **Science**s (EIES) Branch combines knowledge management expertise with environmental best practices to promote development, implementation and assessment of innovative solutions. EIES plays a key role in leading the development of innovative policies, programs and practices as well as testing innovative ideas through pilot projects. The Best in Science program is working to build the ministry's scientific capacity through partnerships with the academic community. The Knowledge Management team is responsible for implementing new knowledge management practices to facilitate the sharing of data, information and knowledge, to identify and incorporate emerging and leading scientific technical expertise and knowledge. The Research and Best Practices Section explores innovative practices in leading environmental jurisdictions. The Green Industry sector undertakes activities that promote Ontario's environment industry domestically and internationally.

Services offered to the Public:
Business Directory
Business Guide

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6171
Fax (416)235-5770 (Director's Office)
Fax (416)235-6235 (West Wing Mailroom)
8:00 - 5:00

The **Environment**al Monitoring and Reporting Branch develops and operates province-wide monitoring networks that generate information on the ambient environment, monitoring air, water and terrestrial conditions. Ambient information is augmented by sector-specific programs monitoring **hazardous waste**s, industrial discharges, **drinking water** and **air** emissions, as well as site specific surveys on localized conditions. Beyond scientific evaluation of conditions related to ecosystem and human health, monitoring information provides the broader public service with critical elements of decision support systems for program, standards and policy development, assessments and planning, permits and approvals, abatement and enforcement, and response to emergencies or local community concerns. The information is also used to inform and engage the public. To generate this critical information, the branch works collaboratively or under regulatory requirement with virtually all segments of society.

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00

Laboratory Services Branch provides analytical laboratory services to support the ministry's monitoring compliance, audit and emergency response needs. This includes the delivery of high quality testing, expert consultation and scientific reference service. The branch also supports the ministry's standards setting through constant method development and the application of relevant analytical technology. The branch also manages the ministry's relationship with private and public sector laboratories.

STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00

Standards Development Branch provides toxicological and risk assessment expertise in support of ministry programs, policies and regulations. The branch develops drinking water quality standards and **environment**al standards to protect human and ecosystem health; identifies, assesses and develops effective solutions to ecosystem and human health threats. The branch delivers on its mandate by focusing on four key program areas: development and promulgation of environmental standards that protect human health and the natural environment; delivery of toxicological and engineering advice with respect to environmental contaminants; administration of the **Pesticides** Act and Regulation 914 and promotion of integrated pest management to reduce reliance on the use of pesticides; assessment of new environmental technology and promotion of technology transfer.

WORKFORCE PLANNING OFFICE

2nd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7889
Fax (416)314-7890
8:30 - 5:00

The Workforce Planning Office provides divisional coordination for financial, human resources, business planning and customer service issues.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
www.ene.gov.on.ca
8:30 - 5:00

The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along

functional areas which include the Waste Management Policy, Land Use Policy, Water Policy, Air Policy and Climate Change, and Strategic Policy branches.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3923
Fax (416)314-4128
www.ene.gov.on.ca
8:30 - 5:00

The **Air** Policy and **Climate Change** Branch is responsible for the development of policies and identification of program needs for the improvement and protection of Ontario's air quality. The branch takes the lead on air issues such as smog, acid rain, fine particulates, ozone depletion, and leads Ontario's position on climate change and activities to reduce greenhouse gas emissions.

DIVISIONAL BUSINESS SERVICES

5th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-3852
Fax (416)325-3427
8:30 - 5:00

The Divisional Business Services section provides centralized support to the Integrated Environmental Planning Division in Human Resources, Finance, Accommodations, Facilities, Assets, along with other administrative areas.

LAND AND WATER POLICY BRANCH

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6383
Fax (416)326-0461
8:30 - 5:00

The Land and **Water** Policy Branch (LWPB) is responsible for developing policies and programs related to Ontario's land and water resources. Through recognizing emerging environmental trends, conducting research and analysis, working with ministries and governments, and consulting with stakeholders, the LWPB supports the development of legislation, regulations, policies and programs for the protection and wise management of the Province's land and water resources while promoting ecological, environmental and socio-economic sustainability. The Land and Water Policy Branch is also committed to the development and implementation of ecosystem-based environmental strategies that aim to achieve the ministry's objectives of cleaner air, land and water and healthier ecosystems.

LAND USE POLICY

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6383
Fax (416)326-0461
8:30 - 5:00

The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based

environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water, and healthier ecosystems.

STRATEGIC POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3372
Fax (416)314-2976
8:30 - 5:00 ♿

The Strategic Policy Branch provides the central strategic policy function for the ministry, including central cabinet liaison responsibilities. The branch's role is to improve policy integration and capacity by forecasting the longer range strategic direction for the ministry, linking long range ministry issues and concepts to inform the development of sound public policy, and effectively integrating ministry policy development from among the core functional areas (air, climate change, waste, water and land) to ensure consistency with the government's priorities.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4111 (8th Flr)
Fax (416)325-4437
8:30 - 5:00 ♿

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with municipalities, the private sector and associations to manage both hazardous and non-**hazardous wastes**; and promotes waste minimization, diversion and **recycling** activities.

OPERATIONS DIVISION

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396
8:30 - 4:30 ♿

The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the division is responsible for administering the ministry's approvals, environmental assessments, and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH

12A Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452
8:30 - 5:00 ♿

The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's Environmental Assessment Act, which applies to the planning of public sector projects and same private sector projects; reviewing and approving technical applications under the Ontario **Water** Resources Act and Environmental Protection Act for new or modified **waste**, wastewater and

sewage facilities, or facilities which may emit a **contaminant**, including **noise**, to the air; monitoring, through an audit and acknowledgement process, compliance with soil and groundwater remediation requirements under the Brownfields Act; and administering the **Pesticides** Act, including **licensing** requirements for the sale, use and application of pesticides. Dedicated staff are available to answer enquiries regarding its programs. Information and technical guidance on the requirements for specific application are also available.

INVESTIGATIONS AND ENFORCEMENT BRANCH

8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)326-5256
8:15 - 4:30

The **Investigations** and **Enforcement** Branch is responsible for all aspects of **environmental** investigations that result in environmental enforcement within the ministry. The branch complements other ministry programs to ensure compliance with environmental laws.

CENTRAL REGION
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15 - 4:30

EASTERN REGION
133 Dalton Ave
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15 - 4:30

NORTHERN REGION
Rm 331b, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:30 - 5:00

SOUTHWESTERN REGION
733 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5008
8:15 - 4:30

WEST CENTRAL REGION
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7660
Fax (905)521-7181
8:15 - 4:30

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; and controlling the use of **pesticides**.

CENTRAL REGION

CENTRAL REGION OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Toll Free 1-800-810-8048
Fax (416)325-6345 (For FOI also)
8:30 - 5:00

HALTON-PEEL DISTRICT OFFICE
Suite 300, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)319-3847
Toll Free 1-800-335-5906
Fax (905)319-9902
8:30 - 5:00

TORONTO DISTRICT OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6346
8:30 - 5:00

YORK DURHAM DISTRICT OFFICE
5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (905)427-5600
Toll Free 1-800-376-4547
Fax (905)427-5602
8:30 - 5:00

EASTERN REGION

KINGSTON REGIONAL OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
Fax (613)548-6911 (Director)
8:30 - 5:00

KINGSTON DISTRICT OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000x2692
Fax (613)548-6920
8:30 - 5:00

CORNWALL AREA OFFICE
1st Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402
8:30 - 5:00

OTTAWA DISTRICT OFFICE
2430 Don Reid Dr
Ottawa K1H 1E1
General Inquiry (613)521-3450
Fax (613)521-5437
8:30 - 5:00

PETERBOROUGH DISTRICT OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4300
Fax (705)755-4321
8:30 - 5:00

BELLEVILLE AREA OFFICE
Belleville Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809
8:15 - 5:00

NORTHERN REGION

THUNDER BAY REGIONAL OFFICE
3rd Flr Suite 331b, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
Fax (807)475-1754
8:30 - 5:00

SUDBURY DISTRICT OFFICE
Suite 1201, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
Fax (705)564-4180
8:30 - 5:00

SAULT STE MARIE AREA OFFICE
3rd Flr, 289 Bay St
Sault Ste Marie P6A 1W7
General Inquiry (705)942-6354
Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
Fax (705)942-6327
8:30 - 5:00

TECHNICAL SUPPORT SECTION

TECHNICAL SUPPORT (SUDBURY)
Suite 1201, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3257

TECHNICAL SUPPORT (THUNDER BAY)
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1711

THUNDER BAY DISTRICT OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1315
(807)475-1205 (Regional Office)
Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)
Fax (807)475-1754
Fax (807)473-3160
8:30 - 5:00

KENORA AREA OFFICE
808 Robertson St
PO Box 5150
Kenora P9N 3X9
General Inquiry (807)468-2718
Toll Free 1-888-367-7622 (Within Area Code 807)
Fax (807)468-2735
8:15 - 5:00

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520
8:30 - 5:00

NORTH BAY AREA OFFICE
Unit 16 & 17, 191 Booth Rd
North Bay P1A 4K3
General Inquiry (705)497-6865
Toll Free 1-800-609-5553 (Within Area Code 705)
Fax (705)497-6866
8:30 - 5:00

SOUTHWESTERN REGION

SOUTHWEST REGIONAL OFFICE
733 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

BARRIE DISTRICT OFFICE
Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)739-6441
Toll Free 1-800-890-8511
Fax (705)739-6440
8:30 - 5:00

LONDON DISTRICT OFFICE
733 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

OWEN SOUND AREA OFFICE
1580 20th St E
PO Box 967
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Toll Free 1-800-265-3783
Fax (519)371-2905
8:30 - 5:00

SARNIA DISTRICT OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Toll Free 1-800-387-7784
Fax (519)336-4280
8:30 - 5:00

WINDSOR AREA OFFICE
Unit 620, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)948-1464
Toll Free 1-800-387-8826
Fax (519)948-2396
8:30 - 5:00

WEST CENTRAL REGION

HAMILTON REGIONAL OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Toll Free 1-800-668-4557
Fax (905)521-7820
8:30 - 5:00

GUELPH DISTRICT OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4255
Toll Free 1-800-265-8658
Fax (519)826-4286
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Fax (905)521-7806
Fax (905)521-7820
8:30 - 5:00

NIAGARA DISTRICT OFFICE
9th Flr Suite 15, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:30 - 5:00

SECTOR COMPLIANCE BRANCH

Suite 1000, 305 Milner Ave
Scarborough M1B 3V4
General Inquiry (416)314-4278
Fax (416)314-4464
8:15 - 5:00

The Sector Compliance Branch is a highly mobile team dedicated to ensuring compliance with Ontario's **environmenta**l laws. Working in partnership with the ministry's district offices, the team targets specific sectors of concern--sectors that have high non-compliance rates and/or may have significant impacts on public health and the environment. The Sector Compliance Branch also includes the Vehicle Emissions Enforcement Unit (known as the **Smog** Patrol). This unit of the team is dedicated to inspecting vehicles suspected of emitting excessive exhaust smoke, or of having emissions control equipment that has been tampered with or removed.

SPILLS ACTION CENTRE

Place Nouveau Bldg
5th Flr Suite 501, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-800-268-6060 (Spill & Drinking Water Reports)
Toll Free 1-866-663-8477 (Pollution Hotline - 1-866-MOE-TIPS)
Fax (416)325-3011
24 Hours

The **Spills** Action Centre (SAC), staffed on a 24-hour basis, receives province-wide reports of spills and coordinates appropriate response actions. The centre also receives adverse **drinking water** notifications and **pollution** hotline calls in addition to reports of occurrences for a number of other ministries and agencies. SAC is responsible for coordinating ministry support under provincial **emergency** plans and for maintaining the ministry's emergency plan for spill-related emergencies. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the **Environmenta**l Protection Act.

AGENCIES, BOARDS AND COMMISSIONS

ADVISORY COUNCIL ON DRINKING WATER QUALITY AND TESTING STANDARDS

3rd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)212-7779
Fax (416)212-7595
8:30 - 4:30

The Advisory Council on **Drinking Water** Quality and Testing Standards is an advisory agency established under the Safe Drinking Water Act, 2002. The Council's mandate is to consider issues

relating to drinking water quality and testing, and to make recommendations to the Minister of the Environment, to protect the water that Ontarians drink.

ENVIRONMENTAL REVIEW TRIBUNAL

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
www.ert.gov.on.ca
8:30 - 4:45

The **Environment**al Review Tribunal is an independent and impartial tribunal established by provincial legislation that holds public hearings regarding **appeal**s arising from, the revocation, alteration or issuance of approvals, licences, permits or orders under various environmental statutes. These statutes include the Environmental Protection Act, the **Environmental Assessment** Act, Ontario **Water** Resources Act, Ontario **Pesticides** Act, the Environmental Bill of Rights, 1993, the Safe Drinking Water Act and the **Nutrient** Management Act. Under the Niagara Escarpment Planning and Development Act, Tribunal members are appointed to make recommendations/ decisions regarding appeals for development applications permit and plan amendment applications.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)314-5600
Toll Free 1-800-667-6292
Fax (416)314-8300
www.ocwa.com
8:15 - 5:15

The Ontario Clean **Water** Agency (OCWA) is an Operational Enterprise Agency established under the Capital Investment Plan Act, 1993. Its mandate is to provide reliable and cost-effective water services in the Province of Ontario. OCWA is administered by a Board of Directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of the Environment. OCWA's core business is the operation, maintenance and management of water and wastewater treatment facilities and their associated distribution and collection systems. OCWA operates over 450 facilities ranging in size from small municipal wastewater lagoons and pumping stations to large urban water treatment and distribution systems. OCWA provides a wide range of professional project management and advisory services. OCWA functions as a commercial business by competing for contracts in the open marketplace. Contract and financing revenues are used to recover the cost of service delivery.

EASTERN REGION
593 Norris Crt
Kingston K7P 2R9
General Inquiry (613)634-6292
Fax (613)634-1942
8:15 - 4:30

MID-ONTARIO REGION
Unit D, 24 Yonge St S
Elmvale L0L 1P0
General Inquiry (705)322-5630
Fax (705)322-5633
8:30 - 4:30

MIDWESTERN REGION
Unit B3, 490 Dutton Dr
Waterloo N2L 6H7
General Inquiry (519)885-7022
Fax (519)885-8192
8:00 - 4:00

NORTHERN REGION
335 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (807)475-1350
Fax (807)475-1531
8:15 - 4:30

SOUTH PEEL FACILITIES
1300 Lakeshore Rd E
Mississauga L5E 1E9
General Inquiry (905)274-1223
Fax (905)274-5906
8:00 - 4:30

SOUTHWESTERN REGION
3508 Wonderland Rd S
London N6L 1A7
General Inquiry (519)652-7014
Fax (519)652-7020
8:30 - 4:30

PESTICIDES ADVISORY COMMITTEE

12th Flr Suite 1203, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-9230
Fax (416)314-9237
www.opac.gov.on.ca
8:15 - 4:30

This **Pesticides** Advisory Committee advises the Minister on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classification for all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section or the **Environmenta**l Assessment and Approvals Branch.

WALKERTON CLEAN WATER CENTRE

Bldg 3
220 Trillium Court
PO Box 160
Walkerton N0G 2V0
General Inquiry (519)881-2003
Toll Free 1-866-515-0550
Fax (519)881-4947
www.wcwc.ca
8:00 - 4:00

The Walkerton Clean **Water** Centre was established in October 2004 under the Development Corporations Act with a mandate to coordinate and deliver education and training for owners, operators and operating authorities of drinking water systems, with a particular focus on the accessibility and availability of training to owners and operators of small and remote systems, including (on a cost recovery basis) **First Nations** operators.The affairs of the Centre are under the management and control of a Board of Directors appointed by order-in-council in October 2004. The Centre is located in Walkerton and will offer services throughout Ontario. The agency is accountable to the Minister of the Environment.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act
Environment Tribunal Act
Environmental Assessment Act
Environmental Bill of Rights Act, 1993
Environmental Protection Act
Ministry of the Environment Act
Municipal Water and Sewage Transfer Act, 1997
Nutrient Management Act
Ontario Water Resources Act

Pesticides Act
Safe Drinking Water Act
Sustainable Water and Sewage Systems Act, 2002
Waste Diversion Act, 2002
Waste Management Act, 1992

MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free 1-800-263-7965 (General Inquiry)
Fax (905)433-6777
www.fin.gov.on.ca
8:30 - 5:00

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission, the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
www.fin.gov.on.ca
8:30 - 5:00

The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Minister of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. The branch tracks and coordinates responses to all ministerial correspondence and provides information and research services to support ministry staff in their policy role.

ISSUES AND CORPORATE COMMUNICATIONS

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
8:30 - 5:00

Corporate Communications is responsible for maintaining the ministry's internet Web site and coordinating the Finance intranet.

CORRESPONDENCE

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0021
8:30 - 5:00

The Correspondence unit coordinates and monitors the status of Minister's correspondence.

ISSUES AND MEDIA RELATIONS

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
8:30 - 5:00

The Issues and Media Relations unit monitors media coverage to identify, analyze, respond to, and manage emerging contentious issues as they relate to the Ministry of Finance, supporting briefings to the Minister and media responses on these matters.

LEGAL SERVICES BRANCH

11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

LEGAL SERVICES BRANCH - OSHAWA
Michael Starr Bldg
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 5:00

CENTRAL AGENCIES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
Fax (905)433-5708
8:30 - 5:00

The Central Agencies Information and Information Technology Cluster supports the Ministry of Finance, Ministry of Government Services, Cabinet Office, and Ministry of Public Infrastructure Renewal. The Cluster is closely aligned to the core businesses of the ministries and is absolutely

essential to the efficient and cost effective delivery of services, the growth of those businesses and their contribution to the agendas of both the ministries and the government. Although there is a wide range of diversity of technology, it is matched to meet the business needs, is well-integrated and designed to meet corporate I&IT directions.

CORPORATE BUSINESS SOLUTIONS BRANCH

George Drew Bldg
14th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)314-1162
(416)326-9300 (Contact Centre for WIN, CORPAY and IFIS Users.)
Fax (416)327-9254
8:30 - 5:00

The Corporate Business Solutions Branch maintains and operates the corporate payroll, attendance and financial systems for the Ontario Public Service, i.e. WIN, Corpay and IFIS.

ENTERPRISE BUSINESS SOLUTIONS BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6461
8:30 - 5:00

Enterprise Business Solutions is responsible for providing leadership in the planning, development and support of business solutions, through services such as: assisting clients in their business planning by providing expertise to ensure that I&IT solutions will align with program goals and commitments; providing application development expertise for implementing new business applications and major enhancements for PC, mainframe, client server and Internet platforms; managing I&IT projects; providing business re-engineering services; and monitoring projects and customer satisfaction on an ongoing basis.

ENTERPRISE TECHNOLOGY SOLUTIONS BRANCH

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
(416)327-2700 (Central Agencies - IT Service Desk)
Fax (905)436-4449 (Enterprise Technology Solutions Branch)
Fax (905)436-4589 (Head, Enterprise Technology Solutions Branch)
8:00 - 5:00

The Enterprise Technology Solutions Branch (ETS) is responsible for managing the IT Infrastructure and IT service delivery on behalf of the Central Agencies (MoF, PIR, MGS, and Cabinet). These infrastructure services include: IT Security, datacenter operations, network services (voice and data), end user computing, email, file and print, IT help desk, remote access support, and blackberry support. In addition, ETS provides IT infrastructure and IT services consulting to its clients.

MANAGEMENT SERVICES OFFICE

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
General Inquiry (416)327-2821 (Toronto)
Fax (905)436-4449
Fax (416)327-2530 (Toronto)
8:30 - 5:00

The Management Services Office is responsible for information and information technology (I&IT) strategic planning, finance, procurements, and project management support for the Cluster.

ENTERPRISE PLANNING

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:30 - 5:00

Enterprise Planning coordinates the cluster's strategic I&IT planning activities including developing the cluster enterprise plan and ensuring linkages with corporate and business plans to deliver solutions that satisfy business needs.

FINANCE AND ADMINISTRATIVE SERVICES

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:15 - 4:30

The Finance and Administrative Services section provides financial management, including governance and funding models, forecasts and budgets, and administrative services.

ADMINISTRATIVE SERVICES - OSHAWA

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:15 - 4:30

The Administrative Services-Oshawa section provides administrative services for all Oshawa based sections of the cluster.

ADMINISTRATIVE SERVICES - TORONTO

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2841
8:15 - 4:30

The Administration-Toronto section provides administrative services for all Toronto based sections of the cluster.

PROCUREMENT SERVICES

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2841
8:15 - 4:30

The Procurement Services section provides procurement services for all CAC clients and branches of the cluster.

PROCUREMENT SERVICES - OSHAWA

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:15 - 4:30

The Procurement Services - Oshawa section provides procurement services for all Oshawa based clients and sections of the cluster.

PROCUREMENT SERVICES - TORONTO

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2841
8:15 - 4:30

The Procurement Services - Toronto section provides procurement services for all Toronto based clients and sections of the cluster.

PROJECT MANAGEMENT OFFICE

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:30 - 5:00

The Project Management Office (PMO) provides expertise and leadership in the development and continuing evolution of a project management culture and environment that supports the delivery of quality I&IT products, services, and support; and enables customers to achieve their respective business agendas. Areas of expertise include: project management/systems development methodology, information repository, resource management, performance management, business process improvement and change management. This section also manages the Recorded Information Management Program for the Ministry of Finance.

CORPORATE AND QUALITY SERVICE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:30 - 5:00

The Corporate and Quality Service Division delivers planning, advisory, quality service leadership and controllership functions to ensure that direction and management of operating programs is consistent with Ontario government policy and legislative directions. The division provides

corporate support services including: call centre and customer service operations; data capture and cash management for all collections under the taxation statutes administered by the ministry; coordination and production of ministry documents such as the Ontario Budget; and administers the Freedom of Information and Protection of Privacy Act for the ministry. The division also manages the service and accountability relationships with the Internal Audit Division and Ontario Shared Services of the Ministry of Government Services, and ensures proper levels of support to the ministry and its client groups.

BUDGET SECRETARIAT

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00

Budget Secretariat is responsible for the coordination and the production of the Ontario Budget, Fall Economic Statement and other high-profile ministry projects. Additional responsibilities include: managing and providing support to ministry consultations and delegations; developing and managing two annual ministry charitable campaigns; and providing creative design; production/ publication advice and assistance to the ministry and government. The Secretariat is also responsible for ensuring that physical security and fire safety for the Frost Building Complex and its occupants are adequate.

CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5606
Fax (905)433-5124
8:30 - 5:00

The Corporate Planning and Finance Branch is responsible for corporate resource management processes and support systems, preparing expenditure estimates, program evaluation, monitoring operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet and Management Board/Treasury Board submissions. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch leads the ministry's Emergency Management Program, provides central facilities design and accommodation services; IT and physical security; controllership and reporting and support for Local Service Realignment activities through the Revenue Service Centre. Responsibilities also include the day-to-day liaison with Ontario Shared Services in the delivery of business support services.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

Frost Bldg N
6th Flr Rm 665, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-8370
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (416)325-1931
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5
11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588 (Oshawa)
Fax (416)325-8299 (Toronto)
8:15 - 5:00 ♿

The Human Resources Branch performs the human resources management function for the Ministry of Finance. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, human resources planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU), AMAPCEO and Ontario Shared Services (Payroll Benefits and Generic Training). This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00 ♿

The Revenue Operations and Client Services Branch supports the Ontario government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone call centre. The branch provides additional client services for the ministry including mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the ministry's switchboard. The branch also provides call centre and data processing services for other ministries.

MINISTRY INFORMATION CENTRE

3rd Flr, 40 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre, 33 King St W, Oshawa)
TTY 1-800-263-7776
Toll Free 1-800-263-7965 (General Enquiry)
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00 ♿

Ministry Information Centre provides program and account-specific information on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, **Fuel** and **Tobacco** Taxes, International Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used **Vehicle** Information Program, **GAINS**, Ontario Tax Credits, Ontario **Child Care** Supplement for Working Families, Employee Share Ownership Plan, Ontario Labour Sponsored **Investment** Fund, Ontario Research Employees Stock Option Credit, Community Small Business Investment Fund, Financial Services Commission, **Property** Tax Policy, Debt Retirement Charge, Provincial Sales Tax and related programs, Ontario Savings **Bonds**, **Hydro** Bonds, Opportunity Bonds, Northern Ontario Grow Bonds and Loan

Program, Ontario Budget and Economic Statements. It also responds to calls on behalf of other ministries such as the Employment Standards Act 2000 on behalf of the Ministry of Labour.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5846
Fax (905)436-4494
8:30 - 5:00

In partnership with other provincial ministries and government bodies (e.g. OPP, Canada Revenue Agency, Ministry of Natural Resources, Ministry of Community Safety and Correctional Services), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, remittance processing, document imaging and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

OFFICE OF ECONOMIC POLICY

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0840
Fax (416)325-9224
8:30 - 5:00

The Office of Economic Policy provides the Minister of Finance and the government with economic analysis and policy advice on a wide range of economic, fiscal and financial issues and trends that affect economic growth and job creation. Specific areas include: macroeconomic projections and revenue forecasts; development of economic policy initiatives for the annual budget; labour market and socioeconomic issues; demographic analysis and population forecasts; sectoral and regional economic analysis; R&D and innovation policy analysis; and financial services sector, including securities and auto insurance regulatory policy. The Office of Economic Policy also liaises with Statistics Canada and produces the quarterly Ontario Economic Accounts.

ECONOMIC AND REVENUE FORECASTING AND ANALYSIS BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00

The Economic and Revenue Forecasting and Analysis Branch is responsible for analyzing the overall state of Ontario's economy. In particular, it develops the macroeconomic and revenue forecasts for the province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in interest rates/exchange rates).

INDUSTRIAL AND FINANCIAL POLICY BRANCH

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
8:30 - 5:30

The Industrial and Financial Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector. It also provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as industry sector and regional economic performance and development, access to capital, innovation, technology and the environment.

DEPOSIT-TAKING INSTITUTIONS POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30

Deposit-Taking Institutions Policy undertakes research, policy analysis and development on matters concerning banks, loan and trust corporations, credit unions and caisses populaires, and mortgage brokers.

INDUSTRIAL SECTORS POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
8:30 - 5:30

Industrial Sectors Policy undertakes policy research and analysis and provides policy advice on issues related to industries, and business climate and regulation, including the environment and housing.

INSURANCE AND COOPERATIVES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30

Insurance and Cooperatives Policy undertakes research, policy analysis and development on insurance (including auto insurance) and cooperative matters.

REGIONAL ECONOMICS AND INNOVATION POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
8:30 - 5:30

Regional Economics and Innovation Policy undertakes policy research and analysis and provides policy advice on issues related to regional economics and innovation policy.

SECURITIES POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
8:30 - 5:30

Securities Policy undertakes regulatory policy analysis and advice on securities issues.

LABOUR AND DEMOGRAPHIC ANALYSIS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00

The Labour and Demographic Analysis Branch conducts research, provides analysis and develops policy options in the areas of demographics, labour economics and social policy such as: population projections and analysis, job creation, youth and older workers, employment and unemployment, training, education, incomes and compensation, collective bargaining, public sector analysis, low income, and employment standards.

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, pensions and income security, as well as designing Ontario's tax legislation.

CORPORATE AND COMMODITY TAXATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 4:45

The Corporate and Commodity Taxation Branch provides advice and assistance to the Minister of Finance and the government in formulating corporate, sales and commodity tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. Input is also provided into the Ontario Budget and various other major economic/fiscal government documents. In addition, the branch identifies opportunities to improve existing legislation and regulation, supports the Minister in the legislature during the passage of legislation and provides advice on requests for remission orders and Orders in Council for corporate, sales and commodity taxes.

PENSION AND INCOME SECURITY POLICY BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00

The **Pension** and Income Security Policy Branch contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to income security programs such as child benefits, CPP, Ontario Child Care Supplement for Working Families, Ontario Guaranteed Annual Income System (GAINS) for **seniors**, social assistance, disability compensation and the interaction of income security programs with the tax system. Public sector pension policy involves the financial aspects of issues related to teachers, public service and broader public sector (OMERS, Hydro, HOOPP and CAAT) employment pension plans and changes to Workplace Safety and Insurance Board benefits. The branch is also responsible for the legislative framework of Ontario's pension system and provides policy advice to the Minister regarding reforms and initiatives for the legislation applicable to employer-sponsored pension plans.

PERSONAL TAX POLICY AND DESIGN BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30

The Personal Tax Policy and Design Branch provides advice and assistance to the Minister of Finance and the government in formulating personal income tax and employer health tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. In addition, the branch provides input into the Ontario budget and various other major economic/fiscal government documents.

PROVINCIAL LOCAL FINANCE DIVISION

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)325-7644
8:30 - 5:00

The Provincial Local Finance Division provides advice to the Ministry of Finance on policies, legislation and operational initiatives related to Ontario's property tax system, municipal funding policy and the province's overall financial relationship with municipalities.

PROPERTY TAX ANALYSIS AND MUNICIPAL FUNDING POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:00 - 5:00

The Property Tax Analysis and Municipal Funding Policy Branch is responsible for managing the Ontario Municipal Partnership Fund (OMPF) the Province's main transfer payment to municipalities and monitoring the overall financial relationship with municipalities. The branch also provides policy advice and quantitative analysis on initiatives that impact on property tax revenues, including education tax rates, business property tax capping and municipal tax ratios.

PROPERTY TAX ANALYSIS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The Property Tax Analysis Unit is responsible for the development and analysis of property tax policies related to the establishment of provincial education tax rates, province-wide reassessments, municipal tax ratios and the business property tax capping program.

PROVINCIAL LOCAL FUNDING UNIT

10th Flr, 777 Bay St
Toronto M5G 2C5
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The Provincial Local Funding Unit is responsible for the policy design and administration of the Ontario Municipal Partnership Fund, and provides quantitative analysis and policy advice on municipal finance-related issues.

PROPERTY TAX LEGISLATION AND ASSESSMENT POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The **Property Tax** Legislation and Assessment Policy Branch contributes to the development of the policies and legislation that govern the property assessment and taxation system in Ontario. The

branch focuses on policy development relating to assessment methodologies, tax classifications, tax relief and exemption programs, and the tax treatment of unique properties. The branch also oversees the drafting of property tax legislation and regulations, and provides legislative interpretations to municipalities, other ministries and stakeholders. The branch maintains strong relationships with key stakeholders including the Municipal Property Assessment Corporation (MPAC), municipal associations and taxpayer organizations.

PROVINCIAL LOCAL INITIATIVES BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:30 - 5:00

Provincial Local Initiatives Branch provides advice on policy, legislation and operational initiatives that support the government's strategic objectives in the area of municipal finance. In addition, this Branch provides stakeholder relations and issue management support to the Provincial Local Finance Division.

ISSUES COORDINATION UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:30 - 5:00

The Issues Coordination Unit provides issues management support to the Provincial Local Finance Division

POLICY AND STAKEHOLDER RELATIONS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:30 - 5:00

The Policy and Stakeholder Relations Unit provides support to municipalities and taxpayers in understanding the **property tax** system and provincial local finance arrangements. The unit also works with key ministries to collaborate and develop an integrated approach on initiatives that impact local finances.

TAX REVENUE DIVISION

Michael Starr Bldg
6th Flr, 33 King St W
PO Box 627
Oshawa L1H 8H5
Toll Free 1-800-263-7965
Fax (905)433-6686
8:30 - 5:00

The Tax Revenue Division administers Ontario's tax statutes, tax credits and benefits programs. The division is committed to operating a fair, effective, cost-efficient, confidential tax system, which minimizes the regulatory burden and administrative cost to individuals and businesses. The integrity of the province's self-assessing system is maintained by encouraging compliance through taxpayer information services and an independent objections review, while discouraging non-

compliance and tax evasion through collection activities, audits and investigations. The Tax Revenue Division has eighteen office locations across the province, to provide tax administration services.

CORPORATIONS TAX BRANCH

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
www.trd.fin.gov.on.ca
8:30 - 5:00

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with the corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the **Mining** Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act. The branch also administers the payments in lieu (PILs) of taxes under the **Electricity** Act.

Services offered to the Public:
Corporations Tax

ACCOUNTING OPERATIONS UNIT

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)920-9048x3036 (Toronto)
Toll Free 1-800-262-0784x3036
Fax (905)433-5197
8:30 - 5:00

The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

DATA INTEGRITY

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6565
(416)920-9048x6565 (Paper Returns)
Toll Free 1-800-262-0784x6565
Fax (905)433-5384
8:30 - 5:00

The Data Integrity unit reviews processed corporations tax returns for compliance with corporations tax legislation.

RETURNS PROCESSING CENTRE

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (D-File Returns)
(905)433-6700 (Paper Returns/EFF)
(416)920-9048x6700 (Paper Returns/EFF)
Toll Free 1-800-262-0784 (Ext. 6700 Paper Returns/EFF Ext. 4440 D-File Returns)
Fax (905)433-5287 (D-File Returns)
8:30 - 5:00 ♿

The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations** Tax Branch.

SPECIALTY ASSESSMENTS UNIT

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
(416)920-9048x5450 (Paper Returns)
Toll Free 1-800-262-0784x5450
Fax (905)433-5137
8:30 - 5:00 ♿

The Specialty **Assessment**s Unit reviews and **audit**s all tax credits claimed on corporate tax returns.

TAXROLL SERVICES UNIT

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
(416)920-9048x6666 (Paper Returns, Toronto)
Toll Free 1-800-262-0784x6666
Fax (905)433-5418
8:30 - 5:00 ♿

The Taxroll Services Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

TAX ADVISORY

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6513
Fax (905)433-6747
www.trd.fin.gov.on.ca
8:30 - 5:00 ♿

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH

33 King St W
PO Box 624
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)436-4471
www.trd.fin.gov.on.ca
8:30 - 5:00

The **Income Tax** Related Programs Branch is responsible for the administration of the Employer Health Tax Act, the Income Tax Act (Ontario), the Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act and the Community Small Business Investments Funds Act. The ITRP Branch delivers the following programs under these acts: Employer Health Tax, Guaranteed Annual Income System for Seniors, Ontario Child Care Supplement for Working Families, Ontario Non-refundable Tax Credits, Ontario Tax Reduction, Ontario Health Premium, Ontario Opportunities Fund, Ontario Focused Flow-Through Share Tax Credit, Ontario Research Employee Stock Option Credit, Labour Sponsored Investment Fund Tax Credit, Employee Ownership Tax Credit, Ontario Commercialization Investment Funds, Ontario Opportunity Bonds Tax Refund, **Property Tax** Credit, Sales Tax Credit, Political Contribution Tax Credit, Co-operative Education Tax Credit, Apprenticeship Training Tax Credit.

Services offered to the Public:

Apprenticeship Training Tax Credit (ATTC)
Co-op Education Tax Credit
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Focused Flow-Through Share Tax Credit
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Commercialization Investment Funds Program
Ontario Health Premium (OHP)
Ontario Home Ownership Savings Plan
Ontario Investment and Employee Ownership Program
Ontario Opportunities Fund
Ontario Opportunity Bonds (OOB) Tax Refund
Ontario Research Employee Stock Option (ORESO) Credit
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-263-7466 (Business Investment Plans Section (BIPS) Hotline)
Fax (905)433-6668
8:30 - 5:00

The **Audit** section develops audit strategies for the Ontario Tax Credit programs. This section also includes the Business Investment Plans (BIPS) unit, which administers the Community Small Business Investment Funds Act.

OPERATIONS

33 King St W
PO Box 624
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-877-533-2188 (Ontario Child Care Supplement (OCCS))
Toll Free 1-800-263-7965 (Guaranteed Annual Income System (GAINS), Ontario Home Ownership Savings Plan (OHOSP))
Toll Free French 1-800-668-5821
Fax (905)433-6668 (GAINS, OHOSP & OCCS)
www.trd.fin.gov.on.ca
8:30 - 5:00

The Income Tax Related Programs Branch's Operations section consists of three units: Benefits Programs (including Guaranteed Annual Income System, GAINS; Ontario Home Ownership Savings Plan, OHOSP; and the Ontario Child Care Supplement for Working Families, OCCS), Business Services and the Business Development Unit.

TAX ADVISORY

33 King St W
PO Box 640
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-800-265-9005
Fax (905)436-4471
www.trd.fin.gov.on.ca
8:30 - 5:00

Tax Advisory section provides legislation, program advisory and communication support for the programs administered by the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
Fax (905)436-4511
8:30 - 5:00

The Motor **Fuels** and **Tobacco** Tax Branch administers the Gasoline Tax Act (GTA), Fuel Tax Act (FTA), Tobacco Tax Act (TTA), **Land** Transfer Tax Act, Provincial Land Tax Act, wind-down of the Succession Duty Act, tax on gross receipts in organized areas (**Municipal** Act) and collects Gross Revenue Charge and Payments in Lieu of additional municipal and school taxes pursuant

to Sections 92 and 92.1 of the Electricty Act, 1998. Tobacco, gas and fuel taxes are collected by designated collectors and applicable tax refunds are provided. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Land Transfer Tax refunds are provided to first time home-buyers, up to $2000, on a newly constructed home purchase. Provincial Land Tax is tax on **property** and gross receipts of telephone and telegraph companies, in unorganized areas.

Services offered to the Public:
Collector Designation - FTA
Collector Designation - GTA
Collector Designation - TTA
Dyer Registration Certificate - FTA
Electricity Act, 1998
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit - FTA
Fuel Acquisition Permit - Kerosene (FTA)
Fuel Acquisition Permit - Tobacco Curing (FTA)
Fuel Tax
Gasoline Tax
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
Interjurisdictional Transporter Registration Certificate - FTA
Interjurisdictional Transporter Registration Certificate - GTA
Interjurisdictional Transporter Registration Certificate - TTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit (FTA)
Propane Exemption Certificate - GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products - TTA
Unmarked Cigarette Dealer's Permit - TTA
Wholesale Dealer's Permit (Tobacco) - TTA

RETAIL SALES TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Fax 1-877-482-9329 (on Demand - Tax)
Fax (905)433-5433 (Director)
www.trd.fin.gov.on.ca
8:30 - 5:00

The **Retail Sales Tax** Branch administers the Retail Sales Tax Act, the Race Tracks Tax Act and the Debt Retirement Charge Program. Retail Sales Tax (RST) is a consumption tax and is payable on the purchase of taxable goods, taxable services, admission prices and insurance premiums. Vendors are required to collect RST from purchasers at the time of sale and remit it to the ministry. The branch supports tax offices in North York, Mississauga, London, Ottawa, Durham, Hamilton, Kitchener, North Bay, Oshawa, Thunder Bay, Sudbury and Windsor. These offices issue Vendor **Permit**s and provide a variety of services to taxpayers and their representatives to assist them in understanding and complying with the law. Information is provided through correspondence, field

visits, sales tax guides, bulletins, seminars and lectures. Refunds and rebates to various claimants are also verified and processed in accordance with the law.

Services offered to the Public:
Debt Retirement Charge Program
Tax for Fuel Conservation
Used Vehicle Information Program
Vehicles Powered by Alternative Fuels, including Hybrid Electric Vehicles

DEBT RETIREMENT CHARGE PROGRAM

1st Flr, 33 King St W
Oshawa L1H 8H5
Toll Free 1-866-728-8804
Fax (905)436-4474 (DRC Unit)
Fax 1-877-482-9329 (On Demand - Tax)
www.trd.fin.gov.on.ca
8:30 - 5:00

The Debt Retirement Charge (DRC) is paid by **electricity** ratepayers for electricity consumed in Ontario. The DRC commenced on May 1, 2002, the day the electricity market opened to competition. All DRC revenues collected are directed to the Ontario Electricity Financial Corporation (OEFC) to pay down the residual stranded debt of the former Ontario **Hydro**.

POLICY AND BUSINESS SERVICES

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Toll Free 1-800-265-2587 (Analysis and Program Development)
Fax (905)435-3617 (Analysis and Program Development)
8:30 - 5:00

The Policy and Business Services Unit consists of: Analysis and Program Development which sets operational policy direction and develops procedures for retail sales tax service initiatives in order to support field office and regional tax office activities. The Business Improvement Unit develops business requirements for initiatives with systems impacts. The Quality Services Unit is responsible for ensuring service standards are implemented, monitored and maintained. The Centralized Programs Unit administers both the Used Vehicle Information Program (UVIP) and the Race Tracks Tax Act, monitors non-resident contractors and investigates other private sales and cross-border purchases. The Debt Retirement Charge Unit administers the Debt Retirement Charge on behalf of the Ontario Electricity Financing Corporation to pay down the residual stranded debt of the former Ontario Hydro.

TAX ADVISORY

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6313
Toll Free 1-888-285-7815
Fax (905)433-5254
8:30 - 5:00

The **Tax** Advisory Section is responsible for the application of the legislation contained within the Retail Sales Tax Act, the Race Tracks Tax Act and the Electricity Act 1998 provisions pertaining to the Debt Retirement Charge. The section provides written and verbal interpretations, researches and analyses tax issues and conducts technical training. In addition, the section disseminates tax

information through sales tax guides, bulletins, the ministry web site, the TAX FAX service and information seminars, including the joint PST-GST/HST sessions.

REVENUE COLLECTIONS BRANCH

Michael Starr Bldg
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Toll Free 1-800-263-7773
Fax (905)433-6266
8:30 - 5:00

The Revenue Collections Branch is responsible for the collection of delinquent **taxes** and returns for tax statutes administered by the Ministry of Finance. The branch encourages voluntary compliance by identifying non-registered businesses, contacting businesses to ensure they are registered for tax purposes and educating taxpayers on the requirement to file returns and remittances on time. Progressive collection actions are employed to collect outstanding returns and past due taxes, penalties and interest.

SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E
Oshawa L1H 8H5
General Inquiry (905)433-6900
Fax (905)433-6990
8:00 - 5:00

The Special **Investigation**s Branch is responsible for the enforcement of 15 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraud**ulent grant and tax credit **claims**, and other serious tax offences. It recommends prosecution in cases where sufficient evidence is available to support such action.

STRATEGIC MANAGEMENT SERVICES BRANCH

4th Flr, 40 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6308
Fax (905)433-6303
8:30 - 5:00

The Strategic Management Services Branch provides strategic planning, research, and change management support to the Tax Revenue Division, coordinates and manages projects through a divisional project management office, and is the lead on inter-Ministry initiatives. Responsibilities also include divisional business planning and centralized finance, accounting and revenue reporting, the provision of leadership and expertise on financial and controllership issues and support for in-year resource allocation, budgeting processes and expenditure management and controls at the division, branch and regional tax office level.

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2
Toll Free 1-800-461-2637 (Tax Appeals Branch - Ontario Only)
Toll Free 1-800-263-7965 (Ministry Information Centre - Canada/U.S.)
TTY Toll Free 1-800-263-7776 (Ministry Information Centre - Ontario Only)
Toll Free French 1-800-668-5821 (Ministry Information Centre - Canada/U.S.)
Fax (905)435-2000
www.trd.fin.gov.on.ca
8:30 - 5:00

The **Tax Appeal**s Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual **Income** Act, the Race Tracks Tax Act, the Ontario **Home** Ownership Savings Plan Act, the **Electricity** Act, 1998, the Employer **Health** Tax Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Ministry Information Centre.

Services offered to the Public:
Objections and Appeals

TAX COMPLIANCE AND REGIONAL OPERATIONS BRANCH

33 King St
Oshawa L1H 8H5
Toll Free 1-800-263-7965
8:30 - 5:00

The Tax Compliance and Regional Operations Branch is responsible for the audit and compliance activities for all tax statutes administered by the Tax Revenue Division. The Audit Control and Analysis Section of the branch establishes policies and procedures, performs centralized budgetary planning and monitors performance benchmarks. The branch is also responsible for compliance and audit activities performed by the Ontario tax offices throughout the province.

DESK AUDIT

1550 Bayly St
Pickering L1W 3W1
General Inquiry (905)837-3889
Toll Free 1-866-805-7702 (Pickering)
8:30 - 5:00

The Desk **Audit** section processes tax adjustments and performs audits based on submitted information.

DURHAM REFUND OFFICE
2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3431 (Refunds)
Toll Free 1-800-615-2757 (Refunds)
Fax (905)435-3543 (Refunds)
8:30 - 5:00

TAX OFFICES - MINISTRY OF FINANCE

The **Tax** Offices deliver Ontario's key tax programs - Corporations Tax, Retail Sales Tax and Employer Health Tax, through a "one window" tax office. The Tax Offices provide audit, collection, and counter services to taxpayers in their respective areas. All offices are open Monday to Friday, 8:30 a.m. to 5:00 p.m. and are wheelchair accessible.

DURHAM TAX OFFICE
ServiceOntario
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)432-3332 (Services)
Toll Free 1-800-668-5810
Fax (905)436-4315 (Services)
8:30 - 5:00

HAMILTON TAX OFFICE
Ellen Fairclough Bldg
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00

KITCHENER TAX OFFICE
9th Flr, 305 King St W
Kitchener N2G 1B9
General Inquiry (519)576-8400
Toll Free 1-800-265-2303
Fax (519)571-6100
8:30 - 5:00

LONDON TAX OFFICE
Suite 400, 130 Dufferin Ave
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)661-6618
Fax (519)873-1337 (Director)
8:30 - 5:00

MISSISSAUGA TAX OFFICE
Suite 200, 77 City Centre Dr
Mississauga L5B 1M5
General Inquiry (905)273-9490
Toll Free 1-800-265-9969 (General Inquiry)
Fax (905)615-5860 (Director)
Fax (905)949-3389 (Services)
8:30 - 5:00

NORTH BAY TAX OFFICE
Suite 102, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)474-4900
Toll Free 1-800-461-1564
Fax (705)495-3805
8:30 - 5:00

OSHAWA TAX OFFICE
1st Flr, 33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry (905)436-4571
Toll Free 1-800-265-9005
Toll Free French 1-800-265-1193
Fax (905)436-4474
8:30 - 5:00

OTTAWA TAX OFFICE
Suite 300, 1400 Blair Pl
Ottawa K1J 9B8
General Inquiry (613)746-9200
Toll Free 1-800-461-4909
Fax (613)842-3593
8:30 - 5:00

SUDBURY TAX OFFICE
Provincial Bldg
Suite 102, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6118
Fax (705)564-4499
8:30 - 5:00

THUNDER BAY TAX OFFICE
Suite 300, 130 South Syndicate Ave
Thunder Bay P7E 1C7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699
Fax (807)625-5848
8:30 - 5:00

TORONTO TAX OFFICE
2nd Flr, 5 Park Home Ave
North York M2N 6W8
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-800-268-8852 (Retail Sales Tax)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free 1-888-612-6509 (Collections & Compliance)
Fax (416)218-3738 (Retail Sales Tax Services & Collections)
Fax (416)218-3752 (Employer Health Tax & Retail Sales Tax Audit - 3rd Flr)
Fax (416)218-3272 (Employer Health Tax Services)
Fax (416)730-5593 (Corporation Tax & Retail Sales Tax Audit - 3rd Flr)
Fax (416)730-5575 (Corporation Tax & Retail Sales Tax Audit - 4th Flr)
Fax (416)218-3276 (Director's Office)
8:30 - 5:00

WINDSOR TAX OFFICE
Unit 103, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0066
Toll Free 1-800-465-4021
Fax (519)972-2950
8:30 - 5:00

BPS SUPPLY CHAIN SECRETARIAT

MacLean Hunter Bldg
8th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)327-2882
Fax (416)327-8197
www.fin.gov.on.ca/english/consultations/scm
8:30 - 5:00

BPS Supply Chain Secretariat is involved in facilitating and accelerating the widespread adoption of integrated supply chain management leading practices in Ontario's broader public sector including school boards, colleges, universities and hospitals.

FISCAL AND FINANCIAL POLICY/PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)327-2020
Fax (416)212-7767
8:30 - 5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the government of Ontario with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00

The Business Planning and Expenditure Management Branch, in concert with the Cabinet Office, and other central agencies partners, develops the multi-year Results based Plans processes for the Government of Ontario. Business Planning and Expenditure Management Branch is also responsible for the coordination and production of the annual Printed Estimates, In-year monitoring of all operating expenditures, Staff Strength and severance costing, and providing operational and logistical support to Treasury Board and Management Board of Cabinet. In addition, the Performance Measurement and Program Evaluation Team is responsible for developing and implementing the policy framework for performance measures and evaluation for the Government of Ontario.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:30 - 5:00

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital envelope.

FISCAL RESEARCH AND DEVELOPMENT

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)326-3352
Fax (416)212-6233
8:30 - 5:00

The Fiscal Research and Development unit works with other areas of the Ministry of Finance, other ministries and external stakeholders to identify and lead development of improvements to fiscal and financial management practices in the public sector. The unit conducts research into approaches to government planning and reporting to ensure transparency and accountability. In addition, the unit develops and funds projects in the broader public sector that improve management capacity.

HEALTH, SOCIAL AND EDUCATION BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00

The Health, Social and Education Branch provides strategic advice to Treasury Board Office on financial, policy, staffing and other resource issues arising from client ministries. The branch is also responsible for working with ministries in the development of ministry Results-based Plans and advising on changes to those plans through the fiscal year.

OFFICE OF THE PROVINCIAL CONTROLLER

Frost Bldg S
1st Flr Rm 162, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8049
Fax (416)325-2029
8:00 - 5:00

The Office of the Provincial Controller recommends Ontario's financial management and reporting policies and standards to the government. It reports on the province's financial position to the public and the Legislature through the annual tabling of the Public Accounts and the Public Sector Salary Disclosure. It works closely with the Office of the Auditor General and the Canadian Institute of Chartered Accountants on the development of standards for government reporting and financial management practices; promotes effective financial management and modern **controllership** practices for ministries to ensure they produce relevant high quality financial information for decision making. It ensures that financial controls and recording systems are in place to safeguard the province's assets. It provides advice and expertise to ministries on modern controllership (including risk management and financial management), and on Public Sector Accounting Board accounting policy implementation.

RESOURCES, ECONOMIC DEVELOPMENT AND JUSTICE BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2419
Fax (416)325-1220
8:30 - 5:00

The Resources, Economic Development and Justice Branch provides strategic advice to Treasury Board/Management Board of Cabinet on financial, policy, staffing and other resource issues arising from client ministries. The branch is also responsible for working with ministries in the development of ministry Results-based Plans and advising on changes to those plans through the fiscal year.

ONTARIO INTERNAL AUDIT

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-3452
Fax (416)327-9486
8:30 - 5:00

Ontario Internal Audit provides independent objective assurance and consulting services to all government ministries. It assists the government in accomplishing its business objectives by evaluating and making recommendations to improve the government's governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of government operations. Ontario Internal Audit provides internal audit services to ministries and their related agencies through its client service teams.

AUDIT CENTRE FOR EXCELLENCE

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-4298
Fax (416)325-7715
8:30 - 5:00

The Audit Centre for Excellence provides leadership to Ontario Internal Audit in audit standards, best practices, professional development, business planning, human resources, finance and common tools and technology for use across the division. It plays a key role in managing, improving, and integrating the Ontario Internal Audit's operations.

ENTERPRISE-WIDE AUDIT SERVICE TEAM

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-2147
Fax (416)314-3467
8:30 - 5:00

The Enterprise-wide Audit Service Team provides internal audit services to the Corporate Audit Committee and to Cabinet Office. It addresses enterprise-wide risks and provides assurance related to enterprise-wide processes and activities.

FINANCE AUDIT SERVICE TEAM - TORONTO

11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8320
Fax (416)325-5096
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

FINANCE AUDIT SERVICE TEAM - OSHAWA
3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (416)325-8320 (Toronto)
Fax (905)435-5222
8:30 - 5:00

FORENSIC INVESTIGATION TEAM

6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2879
Fax (905)704-2333
8:30 - 5:00

The Forensic Investigation Team provides **fraud** and employee conduct investigative services to ministries. It also liaises with ministry fraud prevention and investigation units that service program area specific needs. In addition the Team provides tailored fraud awareness training, forensic audit and fraud risk consulting services.

INFORMATION TECHNOLOGY AUDIT SERVICE TEAM

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-2147
Fax (416)314-3467
8:30 - 5:00

The Information Technology Audit Service Team provides specialized audit, risk assessment and advisory services related to Information Management and Information Technology projects. These include new systems under development, systems and information technology project management, information and infrastructure security, and systems operations.

AGENCIES, BOARDS AND COMMISSIONS

DEPOSIT INSURANCE CORPORATION OF ONTARIO

Suite 700, 4711 Yonge St
Toronto M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653 (Bilingual Inquiries)
Fax (416)325-9722
www.dico.com / www.soad.com
8:45 - 4:30

The Deposit **Insurance** Corporation of Ontario (DICO), was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $100,000. Under the Credit Unions and Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance **claims**, promoting standards of sound business and financial practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION OF ONTARIO

North York City Ctr
17th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128

TTY Toll Free 1-800-387-0584
Fax (416)590-7070
Fax (416)590-2040 (Contact Centre)
www.fsco.gov.on.ca
8:00 - 5:00

The Financial Services Commission of Ontario (FSCO) is an arm's length agency of the Ministry of Finance, regulates **pensions**, **insurance**, **loan** and trust companies, **credit unions**, **caisses populaires**, co-operatives and **mortgage** brokers. FSCO's mandate is to enhance consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE DIVISION

North York City Ctr
15th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The Automobile Insurance Division of the Financial Services Commission regulates most aspects of the automobile insurance industry. The division consists of two branches: Auto Insurance Services Branch and the Dispute Resolution Services Branch. The regulatory authority for work undertaken by the Auto Insurance Services Branch is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act and the Motor Vehicle Accident Claims Act. The Dispute Resolution Services Branch's mandate is to provide a fair, fast, accessible and inexpensive process for resolving disputes in respect of an insured person's entitlement to statutory accident benefits or in respect of the amount of such benefits, under the Statutory Accident Benefits Schedule.

AUTOMOBILE INSURANCE SERVICES BRANCH

North York City Ctr
15th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7265
www.fsco.gov.on.ca
8:00 - 5:00

The activities of the Automobile Insurance Services Branch (AISB) focus on the regulation and support of the auto insurance product and services in Ontario for the Financial Services Commission of Ontario (FSCO). The Auto Insurance Services Branch consists of four business units: Automobile Insurance Policy Unit; Actuarial Services Unit; Rates and Classifications Unit; The Motor Vehicle Accident Claims Fund.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

North York City Ctr
16th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-1422
TTY (416)590-7108
Toll Free 1-800-268-7188
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00

The **Motor Vehicle Accident Claims** Fund (MVACF) of the Automobile **Insurance** Services Branch provides compensation to people injured in auto accidents when no automobile insurance exists to respond to the claim. In cases of damage to **property**, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and **driver** of the uninsured vehicle must be identified. In cases where it is legally permissible, the Fund attempts to recover from the uninsured motorist the monies paid out on their behalf.

DISPUTE RESOLUTION SERVICES BRANCH (DRS)

North York City Ctr
14th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-6714
(416)590-7202 (Arbitration Hotline)
(416)590-7222 (Appeal Hotline)
(416)590-7210 (Mediation Hotline)
Toll Free 1-800-517-2332
Fax (416)590-7077 (Mediation & Appeals)
Fax (416)590-8462 (Arbitration)
www.fsco.gov.on.ca
8:00 - 5:00

Dispute Resolution Services provides **mediation**, **arbitration** and **appeal** services that deal with disputes between **insurance** companies and claimants over entitlement to, or the amount of statutory **accident** benefits under an automobile insurance policy. In Ontario, mediation through FSCO is a mandatory first step for disputes over accident benefits. The mediator will facilitate discussions with the parties to help them resolve their dispute, but will not make a decision for the parties. If mediation is unable to resolve the dispute, claimant has these options: file for arbitration at FSCO, pursue private arbitration or go to court. Arbitration involves a formal hearing after which the arbitrator issues a binding decision. After arbitration, either party may appeal a decision on issues of law to FSCO's Director of Arbitrations. Parties may also apply to have an arbitration or appeal order varied or revoked based on a material change in the insured person's circumstances, new evidence or an error in the order.

CORPORATE POLICY AND PUBLIC AFFAIRS BRANCH

North York City Ctr
17th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
(416)590-7176 (Media Inquiries)
(416)590-7298 (Publications Request Line)
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-2040 (Contact Centre)
Fax (416)590-7070
www.fsco.gov.on.ca.
8:00 - 5:00

The Corporate Policy and Public Affairs (CPPA) Branch of the Financial Services Commission of Ontario consists of three units: Corporate Policy and Issues Management, Public Affairs and Consumer Services. The branch's main functions are policy development, stakeholder and media relations, issues management, public and intranet websites, and correspondence and telephone inquiry services.

CORPORATE SERVICES DIVISION

North York City Ctr
16th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
Fax (416)590-7272 (HR)
Fax (416)590-7599 (HR)
Fax (416)226-7878 (Corporate Services)
www.fsco.gov.on.ca
8:00 - 5:00

The Corporate Services Division of the Financial Services Commission of Ontario (FSCO) is responsible for the operational, financial, human resources, facilities, and information technology administration within FSCO. The division provides leadership and strategic advice to senior management and FSCO on the effective and accountable management of its resources. These corporate support services are provided through three functional areas including: Strategic and Operational Planning Branch, Staff Services Section, Information Technology Section.

FINANCIAL SERVICES TRIBUNAL/REGISTRAR'S OFFICE

North York City Ctr
14th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)590-7294
TTY (416)590-7108
Toll Free 1-800-668-0128x7294
TTY Toll Free 1-800-387-0584
Fax (416)226-7750 (Tribunal)
www.fstontario.ca
8:30 - 4:30

The Financial Services Tribunal is an independent adjudicative body that hears **appeal**s of regulatory decisions, and reviews proposed orders made by the Superintendent of Financial Services, at the request of one of the affected parties. The Registrar's office is also responsible for the administration of hearings before the Advisory Board, and the Superintendent.

LEGAL SERVICES BRANCH

North York City Ctr
17th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Legal Services Branch provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings before the Financial Services Tribunal. The branch provides legal services to the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

LICENSING AND MARKET CONDUCT DIVISION

North York City Ctr
4th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)226-7870
www.fsco.gov.on.ca
8:00 - 5:00

The **Licensing** and Market Conduct Division of the Financial Services Commission is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions**, **caisses populaires**; **loan** and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and **mortgage** brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and Caisses Populaires Act, the Co-

operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements.

MARKET CONDUCT BRANCH

North York City Ctr
4th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)226-7870
Fax (416)590-8480 (Office of the Insurance Ombudsman)
www.fsco.gov.on.ca
8:00 - 5:00 ♿

The Market Conduct Branch works to ensure that consumers are fairly treated in their dealings with financial services intermediaries and institutions. The Director of Market Conduct Branch assumes the role of the Insurance Ombudsman. The branch ensures compliance with the requirements of the statutes and policies administered by FSCO and enforces the rules that determine sound market behaviour. The branch is comprised of three units: Market Conduct Compliance, Prudential Compliance and Market Conduct Analysis.

PENSION DIVISION

North York City Ctr
4th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7777 (Pension Plans Branch)
www.fsco.gov.on.ca
8:00 - 5:00 ♿

The Pension Division of the Financial Services Commission supports the Deputy Superintendent of Pensions and the Superintendent and CEO of Financial Services in administering and enforcing the Pension Benefits Act (the "Act") and the Regulations made under the Act (the "Regulations") by regulating pension plans in a fair, effective, efficient and responsible manner with a focus on protecting the rights and benefits of pension plan members. The Division is organized under four functional areas: Office of the Deputy Superintendent, Pensions; Pension Plans Branch; Pension Actuarial Unit; and Pension Policy Unit.

PENSION PLANS BRANCH

North York City Ctr
4th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
Toll Free 1-800-668-0128
Fax (416)226-7777
www.fsco.gov.on.ca
8:00 - 5:00

The **Pension** Plans Branch is responsible for ensuring that all pension plans registered in Ontario comply with the Pension Benefits Act (the "Act") and the Regulations made under the Act (the "Regulations"). The branch processes applications and submissions subject to the Act; and responds to inquiries from plan administrators, consultants, and plan members. The branch also oversees the wind-up process of pension plans for insolvent companies; and is responsible for the appointment of third party administrators; and the review and processing of applications or declarations from the Pension Benefits Guarantee Fund (PBGF). The branch also processes applications from the individuals under financial hardship for special access to (withdrawal of funds from) their locked-in retirement accounts, life income funds, and locked-in retirement income funds.

FINANCIAL HARDSHIP PROGRAM

North York City Ctr
8th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128x7889
TTY Toll Free 1-800-387-0584
Fax (416)226-7880
www.fsco.gov.on.ca
8:00 - 5:00

The Financial Hardship Program area receives, prepares, and processes applications for access to locked-in **retirement** accounts for the approval of the Superintendent of Financial Services. Individuals may withdraw funds from locked-in retirement accounts (LIRA), life **income** funds (LIF), and locked-in retirement income funds (LRIF), under circumstances prescribed in the **Pension** Benefits Act and Regulations by application for consent to the Superintendent of Financial Services. Many of the qualifying circumstances apply to financial hardship.

REGULATORY COORDINATION BRANCH

North York City Ctr
16th Flr, 5160 Yonge St
PO Box 85
Toronto M2N 6L9
General Inquiry (416)250-7250
Toll Free 1-800-668-0128
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The Regulatory Coordination Branch (RCB) promotes a coordinated national approach to regulatory issues. The RCB supervises the work of three national secretariats which are supported

by FSCO: the Canadian Association of Pension Supervisory Authorities (CAPSA), the Canadian Council of Insurance Regulators (CCIR) and the Joint Forum of Financial Market Regulators.

ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.oefc.on.ca
8:30 - 5:00

The Ontario **Electricity** Financial Corporation ("OEFC") is an agency of the Province of Ontario and a non-share capital corporation. OEFC was established under the Electricity Act, 1998 as the legal continuation of the former Ontario **Hydro**. OEFC's mandate includes managing the outstanding debt and derivatives portfolios and other liabilities of the former Ontario Hydro. OEFC also manages the long-term power purchase agreements entered into by the former Ontario Hydro. OEFC relies on a series of dedicated revenue streams generated from the electricity sector to service its obligations, and retains the Ontario Financing Authority, an agency of the Province of Ontario to carry out its daily operations.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.ofina.on.ca
8:30 - 5:00

Established under the Capital **Investment** Plan Act, 1993, the Ontario Financing Authority is an agency of the Province of Ontario: executes all borrowing, investment and financial risk management activities; manages the provincial debt; advises on financial policies and projects; provides financial and cash management services and advice to the Ontario Electricity Financial Corporation. The agency is comprised of five divisions: Capital Markets; Risk Control; Capital Markets Treasury; Corporate and Electricity Finance; and Retail Markets.

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-5890
Fax (416)325-8111
8:00 - 5:00

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategies; manages the province's financial assets; invests funds for the province and other government entities; and determines and carries out debt management strategies.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
(416)212-4948 (Electricity Policy & Operations)
(416)325-9814 (Cash Management)
(416)325-6879 (Settlement & Fiscal Agency)
(416)325-6530 (OFA Accounting & Financial Reporting)
(416)325-8089 (Banking)
(416)325-1229 (OEFC Accounting & Financial Reporting)
Fax (416)325-8118
8:00 - 5:00

The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community; settlement and confirmation of capital market transactions and fiscal agency monitoring; accounting for debt and public debt interest; management and financial reporting, and internal controls. It also provides services to Ontario Electricity Financial Corporation.

CORPORATE AND ELECTRICITY FINANCE DIVISION

12th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-4557
Fax (416)325-1565
8:30 - 5:00

The Corporate and **Electricity** Finance Division provides the government with financial analysis and advice related to the electricity sector and specific infrastructure financing proposals from ministries, agencies and the Broader Public Sector.

LEGAL BRANCH

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8327
8:30 - 5:00

The Legal Branch of the Ontario Financing Authority is responsible for providing legal advice to the Corporation, technical and clerical support to its Board of Directors.

RETAIL MARKETS

14th Flr Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8361
Fax (416)325-8236
8:30 - 5:00

The Retail Markets group of the Ontario Financing Authority is responsible for the overall management of the retail bond programs including Ontario Savings **Bonds**. It is responsible for overall program and product development, sales, marketing, and management of fiscal and selling agent activity related to retail bonds.

RISK CONTROL DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)326-7149
Fax (416)325-8140
8:00 - 5:00

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

ONTARIO SECURITIES COMMISSION

Suite 1903, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8122
www.osc.gov.on.ca
8:30 - 5:00

The Ontario **Securities** Commission maintains a list of reporting issuers and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes prospectus offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates consumer **complaint**s about **stockbrokers**, their salespersons and **investment** advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ACTS

Assessment Act, R.S.O. 1990, c. A.31
Audit Act, R.S.O. 1990, c. A.35
Automobile Insurance Rate Stabilization Act, 2003, S.O. 2003, c.9
Capital Investment Plan Act, 1993, S.O. 1993, c. 23 - except in respect of the Ontario Realty Corporation, the Ontario Clean Water Agency and Part III of the Act
Co-operative Corporations Act, R.S.O. 1990, c. C.35
Commercial Concentration Tax Act, R.S.O. 1990, c. C.16
Commodity Futures Act, R.S.O. 1990, c. C.20 (responsibility assigned to the Minister of Government Services)
Community Small Business Investment Funds Act, 1992, S.O. 1992, c. 18
Compulsory Automobile Insurance Act, R.S.O. 1990, c. C.25
Corporations Tax Act, R.S.O. 1990, c. C.40
Credit Unions and Caisses Populaires Act, 1994, S.O. 1994, c. 11
Crown Foundations Act,1996, S.O. 1996, c. 22
Education Act, R.S.O. 1990, c. E.2, only in respect of the provisions: Sect. 257.2.1, 257.5, 257.12, 257.12 (1)-(3), 257.13. Subsections 257.6 (3)-(7), 257.7 (3), 257.10 (4) & (5), 257.19 (4).
Employer Health Tax Act, R.S.O. 1990, c. E.11
Estate Administration Tax Act, 1998, S.O. 1998, c. 34, Sched
Financial Administration Act, R.S.O. 1990, c. F.12
Financial Services Commission Act, 1997, S.O. 1997, c. 28
Fiscal Transparency and Accountability Act, 2004, S.O. 2004, c.27
Fuel Tax Act, R.S.O. 1990, c. F.35

Gasoline Tax Act, R.S.O. 1990, c. G.5
Highway Traffic Act, R.S.O. 1990, c.H.8, Section 7.3, clause 7.4(a), section 7.5, 7.6, 7.7, 7.8, 7.16
Income Tax Act, R.S.O. 1990, c. I.2
Insurance Act, R.S.O. 1990, c. I.8
Land Transfer Tax Act, R.S.O. 1990, c. L.6
Loan and Trust Corporations Act, R.S.O. 1990, c. L.25
MPPs Pension Act, 1996, S.O. 1996, c. 6, Sched. A
Marine Insurance Act, R.S.O. 1990, c. M.2
Mining Tax Act, R.S.O. 1990, c. M.15
Ministry of Revenue Act, R.S.O. 1990, c. M.33
Ministry of Treasury and Economics Act, R.S.O. 1990, c. M.37
Mortgage Brokers Act, R.S.O. 1990, c. M.39
Motor Vehicle Accident Claims Act, R.S.O. 1990, c. M.41
Municipal Property Assessment Corporation Act, 1997, S.O. 1997, c. 43, Sched. G
Ontario Credit Union League Limited Act, 1972, S.O. 1972, c. 42
Ontario Guaranteed Annual Income Act, R.S.O. 1990, c. O.17
Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c. O.20
Ontario Strategic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A
Pension Benefits Act, R.S.O. 1990, c. P.8
Prepaid Hospital and Medical Services Act, R.S.O. 1990, c. P.21
Province of Ontario Savings Office Act, R.S.O. 1990, c. P.30
Province of Ontario Savings Office Privatization Act, 2002, S.O. 2002, c. 8, Sched. H
Provincial Land Tax Act, R.S.O. 1990, c. P.32
Public Sector Salary Disclosure Act, 1996, S.O. 1996, c. 1, Sched. A
Race Tracks Tax Act, R.S.O. 1990, c. R.1
Registered Insurance Brokers Act, R.S.O. 1990, c. R.19
Retail Sales Tax Act, R.S.O. 1990, c. R.31
Securities Act, R.S.O. 1990, c. S.5 (responsibility assigned to Minister of Government Services)
SkyDome Act (Bus Parking), 2002, S.O. 2002, c. 8, Sched. K
Small Business Development Corporations Act, R.S.O. 1990, c. S.12
Social Contract Act, 1993, S.O. 1993, c. 5
Statistics Act, R.S.O. 1990, c. S.18
Succession Duty Act Supplementary Provisions Act, 1980, S.O. 1980, c. 28
Superannuation Adjustment Benefits Repeal Act, 1994 S.O. 1994, c.21
Tax Incentive Zones Act (Pilot Projects), 2002, S.O. 2002, c. 22, Sched. B
Taxpayer Protection Act, 1999, S.O. 1999, c. 7, Sched. A
Tobacco Tax Act, R.S.O. 1990, c. T.10
Toronto Futures Exchange Act, R.S.O. 1990, c. T.14 (responsibility assigned to the Minister of Government Services)
Toronto Stock Exchange Act, R.S.O. 1990, c. T.15 (responsibility assigned to the Minister of Government Services)
Trust Beneficiaries' Liability Act, 2004, S.O. 2004, c.29, Sched. A (responsibility assigned to the Minister of Government Services)
Unclaimed Intangible Property Act, R.S.O. 1990, c. U.1

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4949
Fax (416)325-4980
8:30 - 5:30

DEPUTY MINISTER'S OFFICE

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French**-language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French-language services in the 24 areas designated under the French Language Services Act. French Web site address is http://www.oaf.gouv.on.ca

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Services offered to the Public:
Production of public material in French.

ACTS

French Language Services Act

MINISTRY OF GOVERNMENT SERVICES

Whitney Block
4th Flr Suite 4320, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)326-1234
www.mgs.gov.on.ca
8:30 - 5:00

The Ministry of Government Services (MGS) supports the modernization of government operations and the provision of cost-effective services to consumers, businesses and the Ontario Public Service. MGS combines the former Ministry of Consumer and Business Services with sections of the former Management Board Secretariat. It is also responsible for leading the development of human resources policies and programs for the Ontario Public Service. Priorities of MGS will support the legislative framework that protects the public interest in areas such as privacy, freedom of information and consumer protection.

ASSOCIATE SECRETARY OF THE CABINET, SECRETARY OF MBC AND DEPUTY MINISTER OF GOVERNMENT SERVICES

Whitney Block
5th Flr Rm 5320, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)325-1630
Fax (416)325-1612
www.mgs.gov.on.ca
8:30 - 5:00

COMMUNICATIONS BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2792
Fax (416)327-2817
8:30 - 5:00

The Communications Branch provides strategic communications advice, support and services to the Minister, Deputy Minister, Cabinet Office, program areas of the Ministry of Government Services and the OPS as a whole. The branch also promotes the ministry's services to consumers and businesses. Branch services include creating and implementing communications plans including marketing and communications materials, advertising, public relations, creative services, issues management, media monitoring, event planning, correspondence, newsletters, brochures and translation requests. The branch manages both corporate and ministry-specific websites and produces employee communications. It also administers the corporate visual identity program.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Boardroom 1)
(416)325-4202 (Boardroom 2)
Fax (416)325-9404
8:30 - 5:00

The Legal Services Branch provides employment/labour, corporate/commercial, privacy and administrative law advice, consumer and business law and services to MGS and individual ministries. The labour law section deals with proceedings before various labour tribunals and the Courts. The commercial/corporate section supports MGS in its mandate to provide common and information technology services to the Government of Ontario and its agencies. The branch also provides legal advice and representation to MGS and individual ministries on privacy law matters as well as assisting MGS in the drafting of legislation within its mandate. The consumer and business group provides interpretation of consumer and business statutes and regulations, preparation and review of proposed legislation and regulations and carries out civil litigation and prosecutions under ministry legislation.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1593 (Vital Statistics Hotline)
(416)327-1582 (Reference Desk)
(416)327-1583 (Reference Desk)
(416)327-1552 (Reference, Photos, Maps, Architectural)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
www.archives.gov.on.ca
8:15 - 5:00

The **Archives** of Ontario mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio, video, and motion picture **film** recordings. The Archives also manages the Government of Ontario **Art** Collection. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

INFORMATION MANAGEMENT SOLUTIONS

2nd Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-1600 (OSS Contact Centre)
Fax (416)326-8167
8:30 - 5:00

Information Management Solutions is the Ontario Government's service provider for a wide range of records and information management products and services. Current services offerings include: training and advice regarding best practices in records and information management; training and support for electronic records and document management systems; creation of taxonomies, file planning and directory structures; and the development of records retention schedules. Other services include advice and guidance to program areas on implementation of file plans and record retention schedules.

CENTRE FOR LEADERSHIP AND LEARNING

Whitney Block
5th Flr Rm 5320, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1778
Fax (416)325-6317
8:30 - 5:00

The Centre for Leadership and Learning is responsible for building enterprise-wide leadership and management culture. Primary activities include: supporting executive services in the areas of recruitment, retention and succession planning; helping to drive leadership capacity in the agencies, boards and commissions; implementing a strategy designed to attract, recruit and retain youth and new professionals to the OPS; and, developing and delivering a fully integrated strategy for all groups and employees in the OPS.

EXECUTIVE PROGRAMS AND SERVICES

Whitney Block
5th Flr Suite 5320, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-3365
Fax (416)325-6317

The Executive Programs and Services Branch develops, implements and provides advice to ministries on a wide range of senior management human resources policies and programs. In addition, the branch provides ongoing support to the Executive Development Committee and the Civil Service Commission in making key human resource decisions affecting senior managers.

TALENT MANAGEMENT

Whitney Block
5th Flr Suite 5320, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-3365

The Ontario Public Service Talent Management is responsible for the planning, development and implementation of an enterprise-wide approach to identifying, acquiring, and developing talent in order to ensure that capability for all key positions continues to be available, developed and deployed. The unit is designing a new integrated, online performance, potential, readiness and learning plan process. The phase one launch will include the Senior Management Group and their equivalents.

LEARNING AND DEVELOPMENT BRANCH

College Park
2nd Flr Suite 2300, 777 Bay St
Toronto M5E 2G5
General Inquiry (416)326-7277
Fax (416)325-4996
8:30 - 5:00

The Learning and Development Branch provides corporate training to all the Ontario Public Service - managers, professionals and staff at all levels in all ministries and regions.

PUBLIC APPOINTMENTS SECRETARIAT

Macdonald Block
2nd Flr Rm M2-70, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2640
Fax (416)327-2633
8:30 - 5:00

The Public **Appointment**s Secretariat, under the Centre for Leadership and Learning Division, is responsible for overseeing approximately 4,800 public appointments to over 600 provincial agencies. It supports the Premier in administering the public appointments process of Ontario; provides advice and support to ministries in its role in the administration of the public appointments process; provides leadership in all areas of appointments to agencies, boards and commissions, and serves as the focal point in the appointments process. It also provides input to policies and directives that affect the agency community in cooperation with the Ministry of Government Services' Corporate Policy Branch and implements policies and directives that affect appointees.

YOUTH AND NEW PROFESSIONALS SECRETARIAT

Whitney Block
5th Flr Suite 5320, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1604
Fax (416)325-6317
8:30 - 5:00

The **Youth** and New Professionals Secretariat, under the Centre for Leadership and Learning is responsible for optimizing workforce revitalization and ensuring a dynamic and innovative workforce through the strategic attraction, recruitment, development and retention of current and future generations of public servants. The Secretariat manages all corporately-run youth and new professionals programs which include the OIP, the Summer Experience Program, and the Ontario-Quebec Exchange Program.

CORPORATE SERVICES DIVISION

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-5187
Fax (416)327-2866
8:30 - 5:00

The Corporate Services Division supports strategic and effective decision making within the ministry, and for select offices and agencies, by establishing and implementing innovative management policies and processes, and by providing strategic advice and analysis and integrated resource information on the following functions: business planning, human resources, finance and general administration.

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

The Business Planning and Financial Management Branch focuses on the following core areas: business planning, business analysis and consulting; financial management, controllership support and provision of oversight and compliance functions; full costing of ministry services, and decision support to the Ministry of Government Services, the Lieutenant Governor's Office, and corporate projects. Its major activities include: business plan coordination; allocations and multi-year financial plans; controllership; financial reporting to support corporate decision-making; control and reconciliation; and management of the Integrated Financial Information System (IFIS) for MGS.

WELLESLEY ST OFFICE
Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0600
Fax (416)327-3794
8:30 - 5:00

YONGE ST OFFICE
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0290
Fax (416)326-8979 (Financial Management)
Fax (416)327-2866 (Director)
8:30 - 5:00

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-0264
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

HUMAN RESOURCES BRANCH

30th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00

Human Resources Branch provides a comprehensive range of human resources consulting, controllership and support services to Ministry of Government Services, and the Office of the Lieutenant Governor. Services are provided to executives, managers and staff in establishing, designing, and modifying organizations; HR planning; talent management including succession management, leadership and employee development; staffing, hiring and change/transition management; workforce data and analysis; labour relations, health and safety and improvement of working environments; performance and compensation management.

SERVICE MANAGEMENT AND SERVICE DELIVERY BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:00 - 5:00

The Service Management and Service Delivery Branch manages the relationship with internal service providers and is responsible for French Languages Services Act, Ontarians with Disabilities Act, facilities management and corporate services such as security, emergency management, and delivery of building services.

FACILITIES MANAGEMENT SERVICES

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8764
Fax (416)326-8776

The Facilities Management Services section of the Service Management and Service Delivery Branch is responsible for planning and managing accommodation projects and telecommunication services. It also provides general services such as managing the delivery of building services, security, and emergency management.

SERVICE MANAGEMENT

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-0128
Fax (416)326-8979
8:00 - 5:00

The Service Management section of Service Management and Service Delivery Branch is responsible for managing the relationship with internal service providers such as Ontario Shared Services, ORC, EBC/IT Cluster, Audit Cluster and external organizations. The unit also coordinates the Ministry's Employee Recognition Program as well as the Ministry's charity campaigns and a number of corporate initiatives.

ONTARIO INTERNAL AUDIT

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1703
Fax (416)326-1712
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the Ministry. It assists the Ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of Ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

EMPLOYEE RELATIONS DIVISION

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1530
Fax (416)325-1393
8:30 - 5:00

The Employee Relations Division is responsible for employee/labour relations, including representing the Crown as employer for bargaining unit employees. The Employee Relations Division represents the Crown as Employer for resolution of OPS policy grievances, and ministry grievances with corporate implications. The Employee Relations Division interprets collective agreements, and advises managers and ministries on collective agreements administration, and labour relations issues. The activity will be focusing on repositioning employee relations to a more strategic approach. This activity will also lead the employer through the development of bargaining mandates, the negotiation of collective agreements and their implementation, and will work with

others to ensure contingency plans are in place to respond to labour situations and other emergency situations.

HR SERVICE DELIVERY DIVISION

Whitney Block
3rd Flr Suite 3540, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-4789
Fax (416)212-7593
8:30 - 5:00

The HR Service Delivery Division is responsible for delivering front-line human resource services that support and enable the achievement of government priorities and business results. The division also provides corporate leadership to all ministries in the OPS in the delivery of integrated, consistent and customer focused HR services. In addition, the division manages the Ministers' Staffing Unit.

HR STRATEGY AND POLICY DIVISION

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-9262
Fax (416)325-9577
8:30 - 5:00

The Human Resources Strategy and Policy Division develops and implements human resources management strategies, policies, programs and practices that support the role of the Ontario Public Service (OPS) as a corporate employer. It provides strategic advice to, and consultation with, Management Board of Cabinet, ministries and managers on the Human Resources Strategy, staffing, total compensation, health and safety, performance management, etc. A newly combined function for HR research provides support to HR planning, HR metrics, compensation, collective bargaining, and e-HR governance.

MODERNIZATION SECRETARIAT

MODERNIZATION DIVISION

5th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-7791
Fax (416)325-7798
8:30 - 5:00

The Modernization Division's mandate is to build capacity across the OPS to create and sustain transformational change and achieve modernization objectives by providing modern management frameworks, methodologies, tools, learning and consulting services to ministries. The division is focusing on building OPS-wide capacity in project management, organizational measurement, continuous improvement, innovation and service excellence. The division will also support and advance corporate priority modernization projects in delivering their results.

MODERNIZATION PROGRAM MANAGEMENT OFFICE

5th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-7820
Fax (416)326-8461
8:30 - 5:00

The Modernization Program Management Office (MPMO) provides new governance and program integration for the four Modernization projects - OSS Transactional Services, OSS Supply Chain Management, Information & Information Technology, and Service Ontario. MPMO provides the integration function by managing interdependencies, leading enterprise communication and change management strategies, results reporting, and balancing public interest. MPMO will provide overarching coordination for the four projects, is responsible for outcomes and results that must be achieved over two years. In addition, to ensure modernization is also central to its own operations, the MPMO will create common approaches for each of these projects and provide support to the project teams.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER (OCCIO)

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3442
Fax (416)327-3264
8:30 - 5:00

The Office of the Corporate Chief Information Officer (OCCIO), in cooperation with the I&IT clusters, provides leadership for I&IT in government including policy and implementation for common infrastructure, governance and accountability, identification of new technology solutions and innovations and delivery of cost-effective I&IT services, leadership development, and leading the transformation to electronic government (e-Government). OCCIO manages and delivers a wide range of OPS-wide common services such as, computer processing and network facilities supporting large government applications. The Corporate Chief Information Officer is supported by three Corporate Offices: Office of the Corporate Chief Strategist, Office of the Corporate Chief Service Delivery - iSERV ONTARIO, Office of the Corporate Chief Technology Officer and one branch: Corporate Security.

CORPORATE SECURITY

5th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-2325
(416)327-2100 (Emergency Number)
Fax (416)327-3262
8:00 - 5:00

The Corporate Security Branch is responsible for developing security policy and providing operations in the areas of Information Protection Centre, PKI, Security Design, and RACF. The branch also coordinates business continuity planning and disaster recovery services for the provincial government.

For information on I&IT Clusters, see introductory page x

ISERV ONTARIO

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
8:00 - 5:00

iSERV ONTARIO provides the common infrastructure services, such as processing and communications, from its network of data centres, server farms and vendor partners to all ministries and cluster organizations in support of the government's I&IT agenda.

OFFICE OF THE CORPORATE CHIEF SERVICE DELIVERY DIVISION (ISERV ONTARIO)

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-0977
Fax (416)327-3305

The Office of the Corporate Chief Service Delivery Division (iSERV ONTARIO) provides, operates and supports the common IT infrastructure for the Government of Ontario. Its services include operation of data centres, computer processing and telecommunications, either directly or through vendor partners on behalf of all ministry and cluster organizations. The Office of the Corporate Chief Service Delivery Division (iSERV ONTARIO) supports corporate and ministry business objectives and the Information Technology plans that support the government's business priorities.

BUSINESS SERVICES

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

Business Services provides support to Service Delivery (iSERV) in operational and results-based planning, accounting, billing, financial management and reporting, product and service costing, and performance measurement.

CUSTOMER SERVICES BRANCH

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

Customer Services Branch is the primary point of contact for Service Delivery customers with respect to overall iSERV services. The branch is responsible for customer relationship management, business development and consultation regarding service solutions. The branch supports the development, implementation and maintenance of products/services collaterals, communications and customer interface processes required to ensure the most effective and efficient use of iSERV services.

FACILITIES AND CONTINGENCY MANAGEMENT

Bldg A
1st Flr Rm 109, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)327-3333
Fax (416)314-0890
8:00 - 5:00

The Facilities and Contingency Management branch is responsible for developing and implementing the capital facilities program, leading the Service Delivery disaster recovery and contingency planning program, as well as leading the iSERV Response Planning Team (iRPT).

INFRASTRUCTURE DEVELOPMENT AND DEPLOYMENT BRANCH

18th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-2535
8:00 - 5:00

The Infrastructure Development and Deployment Branch is responsible for providing the ongoing capacity to manage, maintain and evolve the existing IT infrastructure base into a secure and continually improving utility that optimizes the use of existing and new technologies. The branch builds and maintains common technology infrastructure in order to standardize internal operations, maximize IT investment, and improve connectivity and services to the public. It provides operational planning for the computer infrastructure platforms and designs cost effective solutions for the IT Clusters' business applications. Initiatives include: Consolidation of OPS I&IT Infrastructure (e.g desktop management, server and data centre consolidation, enterprise email and directories); Infrastructure Planning and Design; and Infrastructure Program Management.

PROCESSING OPERATIONS

Bldg A
1st Flr Rm 109, 1201 Wilson Ave E
Toronto M3M 1J8
General Inquiry (416)327-3333
Fax (416)325-8766
8:00 - 5:00

Processing Operations is responsible for planning, operating and supporting key common components of the Common Information and Information Technology Infrastructure, which enable a variety of Cluster/Ministry specific and OPS-wide applications and e-Government services, in accordance with defined service levels. Processing Operations provides functional and technical expertise for: Infrastructure Services for mid-range servers (UNIX, NT, Windows 2000/03), middleware support services (WebSphere, WebLogic, Oracle, DB2, MQ Series, Domino, IIS etc); Software and Transaction Services for mainframe servers (OS390, z/OS), middleware support services (Tape Backup Systems, DASD, mainframe hardware, SNA front-ends etc); Operations for services like enterprise and host-to-post printing, card production, front line operational support (monitoring, surveillance and production, processing and control, Data Library maintenance etc).

TELECOMMUNICATION SERVICES

14th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-0353
8:00 - 5:00 ♿

Telecommunication Services Branch is responsible for three major program areas: Government Mobile Communications Project, Network Office and Voice Telecommunication Services.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

14th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-0332
Fax (416)327-0353
8:00 - 5:00 ♿

The Government Mobile Communications Office is responsible for managing the provincial public safety/emergency services radio communications project. Participants in the project include Community Safety and Correctional Services (OPP and Corrections), Ministry of Transportation (highway operations and enforcement), Ministry of Health and Long-Term Care (land ambulance) and Ministry of Natural Resources (fire management and conservation enforcement).

NETWORK OFFICE

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281
8:00 - 5:00 ♿

The Network Office is responsible for managing the government's data network service delivery arrangements with vendors. The Network Office is also responsible for undertaking audit and security reviews, and approving required contingency/disaster recovery plans, financial and administrative reviews of the network services and adhering to I&IT directives.

VOICE TELECOM SERVICES AND PRODUCTS

9th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
(416)325-3400 (Audio Teleconference Operator, Toronto Booking)
Fax (416)327-3274
8:00 - 5:00 ♿

The Voice Telecom Services and Products group is responsible for the planning and management of several voice telecommunication lines of business including; local voice acquisitions including Centrex, PBX and electronic key systems, managing corporate vendor of record services with vendors for: Voice Processing (voicemail, audiotex, auto attendant), Interactive Voice Response (IVR), PBX Extended Warranty, Audio Conferencing, Inbound and Outbound long distance services, Regional Telecom System Management and Telecom Planning and Consulting.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00

The Office of the Corporate Chief Strategist (OCCS) champions the importance of I&IT as a key corporate enabler and driver of business opportunities. It leads the development of enterprise-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and plans. The OCCS helps situate the Ontario government in the broader context of global changes toward e-government and e-business. It ensures the public's right of access to government-held information and protects the individual's right of privacy. The office performs the controllership function of I&IT including providing advice to the Management Board of Cabinet on major I&IT decisions and supporting the corporate governance committees.

E-GOVERNMENT BRANCH

Macdonald Block
2nd Flr Rm M2-77, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2583
Fax (416)314-7710 (Staff on 2nd Flr, Macdonald Block)

The e-Government Branch provides leadership to government ministries, agencies, boards and commissions regarding the transformation to e-government and the implementation of the government's Enterprise Strategy for Portals. The branch also provides policy direction for the government's central Web site and is responsible for corporate I&IT portal and Web site standards.

I&IT CONTROLLERSHIP BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0002
Fax (416)327-2190
8:30 - 5:00

The I&IT Controllership Branch is responsible for providing advice to Management Board of Cabinet/Treasury Board related to ministry requests for approval of I&IT projects, procurements and funding within the context of the government's business priorities. The branch also focuses on tracking the progress and results of specific I&IT- enabled business initiatives and provides advice to clusters/ministries on I&IT project management best practices.

I&IT STRATEGY, POLICY AND PLANNING BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
Fax (416)327-2190
8:30 - 5:00

The I&IT Strategy, Policy and Planning Branch provides leadership for defining the I&IT/e-Government directions for the Ontario Public Sector (OPS) and for developing the strategies and policies that operationalize those directions. It provides policy direction and support to the OPS on

information management including access and privacy issues, and manages the province's Freedom of Information and Protection of Privacy legislation. The branch also provides coordination and support to I&IT/e-Government governance processes and committees.

OFFICE OF THE CORPORATE CHIEF TECHNOLOGY OFFICER

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347
8:30 - 5:00

The Office of the Corporate Chief Technology Officer (OCCTO) mandate is to effectively identify trends, assess value and provide structured approaches and standards for I&IT in support of the business agenda of the government.

CORPORATE ARCHITECTURE AND STANDARDS BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347

The Corporate Architecture & Standards Branch (CASB) is the custodian of the Enterprise Information and Information Technology (I&IT) Architecture (EA) and technical I&ITstandards for the Ontario government. The objective of CASB is to improve business and IT alignment and quality of business solutions by strengthening the architectural discipline in the government.

INFORMATION TECHNOLOGY SERVICES AND CHANGE MANAGEMENT BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347

The ITSM Strategies and Change Management Branch leads the development and implementation of an IT service management capability across the Ontario Public Sector (OPS) based on ITSM standards and best practices including enabling technology solutions. The branch also has ownership of the Corporate IT Change Management process and executes its responsibilities through chairing of the Corporate Change Advisory Board (CCAB).

INNOVATIONS AND APPLIED TECHNOLOGIES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347

The Innovations and Applied Technologies Branch identifies opportunities to re-use and share government-wide business solutions and services, to reduce duplication, and to develop and support strategic initiatives across the IT Clusters. It also provides, through the Breakthrough Initiatives Section, forward looking intelligence on emerging technologies, as well as working with the IT clusters to improve their understanding of technology and its application to their business plans.

ONTARIO SHARED SERVICES

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300 (OSS Contact Centre)

Ontario Shared Services (OSS) provides enterprise-wide employee and business support services to the Ontario Public Service. Core transactional services include financial transactional processing and collections, supply chain management (including procurement policy and advisory services), payroll management and processing and **benefits** administration. OSS also provides a variety of enterprise business support solutions such as IFIS(integrated financial information system), mail and print services, forms management and insurance and risk management services. OSS is also responsible for the design and management of MyOPS, the internal OPS employee and corporate services Web portal.

FINANCIAL TRANSACTIONAL SERVICES

6th Flr, 700 University Ave
Toronto M5G 1X6
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)212-3715
8:30 - 5:00

The Financial Transactional Services Division delivers financial services to the ministries and agencies of the Government of Ontario. Services include: expenditure processing, revenue processing and collections, corporate card services, general accounting, reconciliation, operations support and application maintenance. In addition, this division is a key participant in the development and operationalization of financial policies as well as the ongoing development and support of IFIS, the OPS enterprise financial system.

FINANCIAL SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Toll Free 1-866-979-9300
Fax (416)314-4572
8:30 - 5:00

The Financial Services Delivery Branch (FSDB) delivers financial services to the ministries and agencies of the Government of Ontario. FSDB provides financial services for expenditure processing, corporate card services; general accounting, reconciliation, operations support and application maintenance. In addition, this branch plans, develops, delivers and streamlines processes, provides implementation and ongoing support for IFIS and participates in the development and operationalization of financial policies.

BUSINESS APPLICATION SUPPORT AND EXPENDITURE MANAGEMENT

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)327-2861
8:30 - 5:00

The Business Application Support and Expenditure Management Unit provides financial transactional services to ministries including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of source documents. This unit serves the following ministries: Community and Social Services and Health and Long-Term Care.

CONTROLLERSHIP

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 850
Toronto M7A 1N3
General Inquiry (416)326-4400
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)327-3535
8:30 - 5:00

The Controllership unit is responsible for internal control, audit liaison, Certificates of Performance, risk management and quality assurance, best practices and benchmarking, performance measurement and accounting standards.

EXPENDITURE MANAGEMENT (180 DUNCAN MILL)

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 700
Toronto M7A 1N3
General Inquiry (416)212-4806
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)212-2996
8:00 - 5:00

The Expenditure Management Unit provides financial transactional services to ministries including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of source documents. This unit serves the following ministries: Finance; Citizenship and Immigration; Energy; Environment; Tourism; Culture; Francophone Affairs and the Offices of the Premier, Cabinet and the Ontario Financing Authority.

EXPENDITURE MANAGEMENT (5775 YONGE ST)

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 875
Toronto M7A 1N3
General Inquiry (416)326-4400
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)327-3535
8:00 - 5:00

The Expenditure Management Unit provides financial transactional services to ministries including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of source documents. This unit serves the following ministries: Ministry of Government Services; Economic Development and Trade; Intergovernmental Affairs; Municipal Affairs and Housing; Attorney General; Training, Colleges and Universities; Education; Public Infrastructure Renewal; Democratic Renewal Secretariat and Ontario Secretariat for Aboriginal Affairs.

EXPENDITURE MANAGEMENT (NORTH BAY)

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3120
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (705)494-3121

The Expenditure Management Unit provides financial transactional services to ministries including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of source documents. This unit serves the following ministries: Community Safety and Correctional Services; Children and Youth Services and Transportation.

EXPENDITURE MANAGEMENT (SUDBURY)

Suite 41A, 40 Elm St
Sudbury P3C 1S8
General Inquiry (416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (705)564-7394

The Expenditure Management Unit provides financial transactional services to ministries including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of source documents. This unit serves the following ministries: Agriculture, Food and Rural Affairs; Health and Long-Term Care; Attorney General; Natural Resources; Northern Development and Mines; Community and Social Services; Labour and Municipal Affairs and Housing.

I-PROCUREMENT SERVICES

Unit 41A, 40 Elm St
Sudbury P3C 1S8
General Inquiry (705)564-7070
(416)326-9300 (OSS Contact Centre)
Fax (705)564-8920
8:30 - 5:00

i-Procurement Services is responsible for providing support to ministries for requisition to purchase order generation and encumbrance management.

FINANCIAL CONTROL UNIT

George Drew Bldg
15th Flr Rm 1531, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3401
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)314-3411
8:30 - 5:00

The Financial Control Unit provides bank reconciliation services, payment processing, supplier and customer maintenance and corporate credit card services.

IFIS PROJECT

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 850
Toronto M7A 1N3
General Inquiry (416)326-4400
(416)326-9300 (OSS Contact Centre)
Toll Free 1-866-979-9300
Fax (416)326-8327
8:30 - 5:00

The IFIS Project Team is responsible for providing IFIS support to operations, development and documentation of business processes and procedures and acting as Tier 2 support.

REVENUE MANAGEMENT BRANCH

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 850
Toronto M7A 1N3
General Inquiry (416)326-4372
Fax (416)325-1165
8:30 - 5:00

The Revenue Management Branch provides billing, deposits, refunds and collection services for overdue non-tax revenue. In addition the branch recommends write-offs to the Ministry of Finance. The Revenue Management Branch manages in-house collections activities and the outsourcing of collections accounts to a number of private collection agencies (PCAs), on behalf of many ministry revenue programs. The Branch services all Ontario Government ministries, agencies, boards and commissions that manage non-tax revenue. OSS has the lead role in a key government-wide project that will increase the effectiveness with which the OPS handles the management of non-tax revenues, this initiative is the Revenue Management Improvement Project (RMIP).

HR TRANSACTIONAL SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)325-0889 (Reception)
(416)326-9300 (OSS Contact Centre)
Fax (416)327-4246 (ADM Only)
Fax (416)325-1165
8:30 - 5:00

The Human Resources Transactional Services Division is responsible for the administration of OPS-wide HR-based services such as pay and benefits processing and administration, the employment transition fund, youth employment programs and planning and consulting services. In addition, this division is responsible for the business support of ongoing development of WIN and CORPAY, the OPS enterprise HR and payroll systems.

HUMAN RESOURCES SERVICE DELIVERY BRANCH

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400
Fax (416)212-2915
8:30 - 5:00

The Human Resources Service Delivery Branch is responsible for the administration of OPS-wide services such as Payroll and Benefits, the Employment Transition Fund, Youth Employment Programs, Planning and Consulting.

EMPLOYMENT PROGRAMS AND SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-1435 (Delivery/Pickup)
Fax (416)325-1725
8:30 - 5:00

Employment Programs and Services offers a number of services to assist in the delivery of specialized programs, i.e. Corporate Incentive Funds are used to assist ministries in meeting their obligations for employment transition and employment accommodation; the Employment Transition Program assists the Ontario Public Service (OPS) in meeting employment transition obligations; and, Summer Employment Programs, through Summer Experience Program (SEP) and the Ontario-Quebec Summer Student Job Exchange Program (OQEP) give youth the opportunity to work in the OPS.

PAYROLL AND BENEFITS

c77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400
8:30 - 5:00

Payroll and Benefits provide integrated payroll management, benefits administration and service delivery to the OPS.

PLANNING AND CONSULTING

c77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400
Fax (416)212-2916
8:30 - 5:00

Planning and Consulting provides internal business support to the HR and Payroll systems including identification and documentation of system change requirements, development of business processes, procedures, and supporting tools, systems testing, monitoring data quality and communication to internal clients.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS)

6th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-2200
Fax (416)325-8442 (16th Flr, Financial Systems IT Management, Business Application Solution Support)
Fax (416)325-6382 (16th Flr, Planning & Program Management Branch)
Fax (416)325-1520 (ADM, Strategic Business Management Communications & Training)
Fax (416)212-0860 (6th Flr, Operations)
8:30 - 4:30

Integrated Financial Information System (IFIS) is the common, integrated financial system of the Ontario Pulic Service. Its purpose is to bring to the government of Ontario a state-of- the-art financial management system that is responsive, standardized and capable of supporting a high level of accountability. It provides accurate, consistent and up-to-date financial information.IFIS is also a key component in the ongoing process to modernize the Ontario Pulic Service (OPS).

STRATEGY AND ENTERPRISE SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246

Strategy and Enterprise Services (SES) provides leadership and support for business planning and re-engineering processes within Ontario Shared Services (OSS), as well as being home to OSS branches that provide common government business services (i.e. mail, print translation, forms and customer support services.) The division comprises four branches: Business Solutions; General Administrative Services Delivery; Finance and Controllership; and, Customer Relations.

BUSINESS SOLUTIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246 (Director's Office)
Fax (416)314-3960 (Main)
8:30 - 5:00

The Business Solutions Branch/Project Management Office provides the business infrastructure, resources and expertise within OSS for project management, process improvement, performance

measures and reporting tools, business process redesign, benchmarking, change management and related business process training for the OPS administrative support functions.

BUSINESS RE-ENGINEERING UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4312
8:30 - 5:00

The Business Re-engineering Unit provides an internal consulting service for expertise and leadership on business process re-engineering and continuous improvement initiatives in OSS. Our expertise includes project management, business re-engineering and performance measurement. The unit works with the various divisions of OSS to identify and promote opportunities to improve the effectiveness and efficiency of internal operations through business re-engineering, continuous improvement initiatives, and performance measurement analysis.

HUMAN FACTORS AND PERFORMANCE UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)325-1165

The Human Factors and Performance Unit provides change management support for re-engineering initiatives, related business process training to promote OSS' vision, organizational effectiveness and business processes standards. The change management role helps to shape OSS' employees' culture and values that support business excellence, business strategies and performance to make positive and progressive changes in our organization.

CUSTOMER RELATIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-8910 (Contact Centre)
Fax (416)314-3960 (Main)
8:30 - 5:00

The Customer Relations Branch is responsible for developing the e-Service Delivery Strategy for OSS. Customer Relations Branch delivers services through the Employee Enterprise portal "MyOPS" and our Contact Centre. The Customer Relations Branch is responsible to develop ministry client and customer relations and to maintain our service channels.

FINANCE AND CONTROLLERSHIP BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
Fax (416)327-4246 (Director's Office)
8:30 - 5:00

The Finance and Controllership Branch provides internal consulting and operating support for OSS. Responsibilities include business planning, investment and pricing strategy, business performance management and analysis, controllership, accommodation planning and coordination, liaison with the Ministry Government Services support areas (audit, legal, human resources, etc.) and support to the Office of the ADM, Strategy and Enterprise Services.

ACCOUNTING AND FINANCIAL CONTROL

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-1175

The Accounting and Financial control unit manages, coordinates and provides advice on the business performance of OSS by measuring and reporting on business effectiveness, efficiency and financial performance and control. The unit is also responsible for OSS' billings and recovery.

BUSINESS AND FINANCIAL PLANNING

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960

The Business and Financial Planning unit manages the development and implementation of annual and multi-year business and investment strategies, MB20's and coordinates the BPA process on behalf of OSS. The unit also leads costing and pricing for OSS products and services.

GENERAL ADMINISTRATIVE SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3435
(416)326-9300 (OSS Contact Centre)
Fax (416)325-1165
8:30 - 5:00

The General Administrative Services Delivery Branch provides Ontario government ministries with operational support services, including: risk management and insurance services; official documents; information storage and retrieval services; surplus assets management; distribution; mail services; print services; translation and terminology services and forms management services.

GOVERNMENT MAIL, PRINT, DISTRIBUTION AND ASSETS

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-6245
Fax (416)327-2648
8:30 - 5:00

Government Mail, Print, Distribution and Assets provides full mail, print and lettershop services to client ministries in the Queen's Park vicinity, Downsview office complex, 777 Bay Street and St. Catharines. The lettershop, located in the Macdonald Block, provides mail list management services and mass mail services including addressing, labelling, folding and inserting. The print operations provide print, bindery and design services at four locations, as well as optional photocopier fleet management.

SURPLUS ASSETS AND DISTRIBUTION

20 Vanley Cres
Toronto M3J 2B8
General Inquiry (416)325-3223
Fax (416)325-6997
8:15 - 4:30

Surplus Assets and Distribution is a mandatory common service responsible for providing an efficient and effective mechanism for the redeployment or disposal of the government's surplus moveable assets, and management of the External Asset Program to developing countries. The Distribution Centre provides distribution services of MTO Licensing and Control, stock and forms.

FORMS MANAGEMENT SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-2460
Fax (416)325-9652
8:30 - 5:00

Forms Management Services provides analysis, design and testing of internal and public-use electronic and paper forms, develops workflow-enabled electronic forms, standardizes OPS common internal administrative forms, and eliminates unnecessary or redundant forms. It maintains a standard-based on-line central forms repository to serve as the official source for all OPS forms and assist program areas in the transition to electronic data collection. The unit is also responsible for developing OPS standards and guidelines for the management of forms.

GOVERNMENT TRANSLATION SERVICE

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-2711
(416)327-2723 (Terminology Hotline)
Fax (416)327-2753
Fax (416)327-5541 (Terminology)
www.onterm.gov.on.ca
8:30 - 5:00

The Government **Translation** Service (GTS) provides translation and terminology services for the Ontario Government and specified agencies. This includes: managing the standing agreements, setting corporate quality standards for translation services in English and **French**, managing large or complex translation projects and maintaining TTS, a corporate web-based tool for requesting and

tracking translations. GTS provides official Ontario government names as well as French equivalents for signage, letterhead, business cards etc. It also standardizes terminology specific to government through ONTERM, the government terminology website. The site includes usage standards for French language communications in the OPS and bilingual reference lists (e.g. Executive Council or government acronyms) which contain frequently requested information pertaining to the Ontario government.

INFORMATION STORAGE AND RETRIEVAL

2nd Flr, 3215 Erindale Station Rd
Mississauga L5C 1Y5
General Inquiry (905)279-6151
(416)326-9300 (OSS Contact Centre)
Fax (905)276-1707
8:00 - 4:30

Information Storage and Retrieval (IS&R) is the official records centre for the Government of Ontario. It provides semi-active records storage for ministry program areas at its secure warehouse facilities and manages the retrieval and re-filing of those records. IS&R provides other services such as maintenance and destruction of client ministry records.

OFFICIAL DOCUMENTS SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 5:00 ♿

The Official **Documents** Services section will verify the authenticity of **affidavit**s and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries with a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

RISK MANAGEMENT AND INSURANCE SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3445
Fax (416)314-3444
8:30 - 5:00 ♿

The Risk Management and **Insurance** Services section manages the government's insurance needs including acquisition, claims management and advisory services.

SUPPLY CHAIN MANAGEMENT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3520
Fax (416)327-3573

Supply Chain Management (SCM) organization develops and implements an integrated corporate procurement strategy to: leverage and optimize government procurement of goods and services; identify and implement procurement process improvements; enhance procurement controllership; provide strategic advice to Management Board of Cabinet on large scale procurements; develop innovative policy frameworks to support service delivery through third party service providers.

PROCUREMENT POLICY AND IT PROCUREMENT BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3555 (Supplier & Broader Public Sector Information - Voicemail Only)
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00

The Procurement Policy and IT Procurement Branch is responsible for the development of the government's procurement policy framework, the preparation of requests for proposals and negotiating and managing government-wide contracts for information and information technology (hardware, services and software). The branch also provides strategic procurement advice, training and services to government ministries and agencies and supports supplier development and the ongoing implementation of Ontario's interprovincial trade agreements.

IT PROCUREMENT PLANNING SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00

The IT Procurement Planning Section plans, establishes and manages enterprise-wide vendor of records arrangements for commonly used information technology goods and services. The Section also negotiates and manages enterprise-wide software volume licensing agreements. The Section develops and coordinates vendor knowledge products and provides advice and interpretation on corporate software acquisition policy and practice.

IT PROCUREMENT SERVICES SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00

IT Procurement Services Section provides corporate IT procurement services by establishing enterprise-wide IT contracts (Vendors of Record), developing and managing corporate contracts for IT hardware, services and software, and providing advice to OPS clients and other stakeholders (i.e. Broader Public Sector, vendor community) on IT procurement processes and strategies.

OPERATIONAL PROCUREMENT POLICY

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)212-7801
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00

The Operational Procurement Policy Section supports the implementation of the corporate procurement policy framework and related controllership objectives through the development of operational policies, guidelines, best practices and related training materials, as well as, providing strategic procurement advice to ministries.

POLICY AND STRATEGIC ADVICE SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)212-7801
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00

The Policy and Strategic Advice Section manages and provides advice on Ontario's corporate procurement policies and practices, as well as trade agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

STRATEGIC PROCUREMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
(416)325-0889 (Reception)
(416)325-2206 (Director's Office)
Fax (416)326-4992
8:30 - 5:00

The Strategic Procurement Branch provides clients with timely value-added procurement and contract management services for goods and services to support the achievement of their business objectives. Services include: enterprise strategies and contract management, strategic sourcing, management of corporate programs, advisory services to support ministry procurement, and tender administration.

ADVISORY SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
Fax (416)326-1500
8:30 - 5:00

The Advisory Services Unit provides procurement services to our OPS customers. These services include: providing advice, guidance and support to ministries which contribute to their success in meeting their business objectives; and to ensure the integrity of the procurement process.

TENDER ADMINISTRATION OFFICE

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
Fax (416)212-6909
8:30 - 5:00

The Tender Administration Office provides tender administration services to OPS clients including posting opportunities, distrbuting tender packages, receiving bid submissions, conducting tender openings, posting results, and preparing/distributing award and regret letters.

CONTRACT MANAGEMENT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
Fax (416)326-4992

Contract Management is responsible for the management of enterprise-wide and corporate contacts from award through the life of the contract. These responsibilities include service delivery management, relationship management, and contract administration.

ENTERPRISE STRATEGIES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (OSS Contact Centre)
Fax (416)326-4992
8:30 - 5:00

Enterprise Strategies is responsible for the development and implementation of enterprise-wide procurement initiatives through strategic sourcing, business analysis, process improvement, re-engineering for e-procurement/electronic ordering projects, and Broader Public Sector (BPS) relationships. Enterprise Strategies is also responsible for the development and management of branch databases, processes and related tools and supports for staff.

POLICY AND CONSUMER PROTECTION SERVICES DIVISION

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00

The Policy and Consumer Protection Services Division constitutes three areas: the Marketplace Standards and Services Branch, Policy Branch and the Sector Liaison Branch.

CONSUMER PROTECTION BRANCH

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00

Consumer Protection Branch administers approximately 20 consumer protection and **business** licensing statutes. The branch consists of eight sections: Investigations, Compliance **Inspection**s, Consumer Services, Athletics Commissioner's Office, Cemeteries Regulation Unit, Debt Recovery Regulation Unit, Theatres Regulation Unit, and Systems, Finance and Administration. The branch

registers and regulates businesses under a number of business statutes; processes consumer complaints; investigates alleged infractions; inspects registrants under all Acts dealing with registration; monitors and educates the marketplace; licenses all sports in Ontario and issues **licence**s to film and video exhibitors, distributors and retailers.

ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for overseeing the proper conduct of professional combative **sport**s in Ontario. The Commissioner issues licenses to professional **boxers**, kickboxers, **wrestlers** and officials involved in these sports.

Services offered to the Public:
Athletics Control Act

CEMETERIES REGULATION UNIT

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393 (Cemetery Licensing Inquiries)
(416)326-8800 (Consumer Complaints & Inquiries)
Toll Free 1-800-889-9768
Toll Free 1-800-268-1142
Fax (416)326-8406
Fax (416)326-8665
8:30 - 5:00

The **Cemeteries** Regulation Unit administers the Cemeteries Act (Revised), which regulates the operation of cemeteries, **crematoria**, **mausolea**, **columbaria** and cemetery salespersons. The office issues licenses under the Act and oversees the reporting of burial sites, handles **consumer complaints** regarding cemeteries, reviews changes to cemetery by-laws and prices, and monitors trust accounts holding prepayments and care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation

COMPLIANCE AND CONSUMER SERVICES BUREAU SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-8800 (Consumer Complaint Line)
Toll Free 1-800-889-9768
Fax (416)326-8665
8:30 - 5:00

Compliance and Consumer Services Bureau Section is responsible for mediating/handling **consumer complaints** disseminate advice and information to consumers on their rights and responsibilities in the marketplace. The office monitors the marketplace in order to identify trends in consumer protection challenges and delinquent **business**es. The compliance activity is carried

out under the authority of various business **registration**/consumer protection statutes to ensure the provisions, (e.g., registration requirements, trust account maintenance, etc.) of these statutes are observed by regulated sector businesses.

INVESTIGATIONS UNIT

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8663
Fax (416)326-8633
8:30 - 5:00

The Investigations Office investigates alleged infractions of ministry statutes.

DEBT RECOVERY REGULATION UNIT

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-889-9768
Fax (416)326-8810
8:30 - 5:00

The Debt Recovery Regulation Unit administers the **Bailiffs** Act, the **Collection Agencies** Act, the **Consumer** Reporting Act and the Paperback and **Periodical** Distributors Act under which Bailiffs, Collection Agencies, Collectors, Consumer Reporting Agencies, Personal Information Investigators and Paperback and Periodical Distributors are registered or appointed. The office maintains a central file of persons registered or appointed under these Acts.

Services offered to the Public:
Registration under the Collection Agencies Act

SYSTEMS, FINANCE AND ADMINISTRATION SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8640
Fax (416)326-8665

The Systems, Finance and Administration section provides IT support, Financial Information Services, Human Resources Administration and Office Services to the branch.

THEATRES REGULATION UNIT

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00

The **Theatre**s Regulation Unit administers the **Film** Classification Act, 2005, which regulates film and video game distribution and exhibition including movie theatres, film, video and video game distributors, exhibitors and retailers. The office also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:
Film and video game regulation - Licensing of exhibitors, distributors and retailers

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POLICY BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:30 - 5:00

The Policy Branch provides strategic policy services to support the ministry's diverse and broad mandate, with a particular focus on: ensuring fairness in Ontario's marketplace; enhancing consumer protection and public safety; removing obstacles to economic activity through modernization and harmonization of the regulatory framework and legislative reform; and ongoing support to the development of integrated service delivery options for consumers and businesses.

SECTOR LIAISON BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00

The Sector Liaison Branch consists of three sections: Agency Liaison, Delegated Authority Liaison and Teranet Alliance. The branch provides governance, accountability, relationship and issues management services to the ministry as well as policy development and analysis for liquor and gaming. Acting as the link between the ministry and its external community, the branch is dedicated to overseeing and managing the ministry's relationships with a number of its service delivery partners: the Ontario Motor Vehicle, Real Estate and Travel Industry Councils of Ontario, Technical Standards and Safety Authority, Electrical Safety Authority, Board of Funeral Services, Tarion and Vintners Quality Alliance of Ontario. It liaises with the Alcohol and Gaming Commission of Ontario, the Ontario Racing Commission and Teranet.

AGENCY LIAISON SECTION

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00

The Agency Liaison Section works with Crown Agencies and Administrative Authorities in the Liquor and Gaming areas. It ensures accountability, good governance and achievement of the Government's regulatory objectives in liquor and gaming as well as providing policy development and analysis in these areas. It works with the domestic wine, distilled spirits, beer, horse racing, gaming and hospitality sectors to enhance industry competitiveness and promote economic growth. It also provides a liaison role between government and various boards that deal with pensions, remunerations, grievances and advertising.

DELEGATED AUTHORITY LIAISON

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Toll Free 1-800-268-1142
Fax (416)326-8665
8:30 - 5:00

The Delegated Authority Liaison section manages the interface of the Ministry's Delegated Authorities with the government. This section provides program oversight and analysis for the Delegated Authorities and issue management services to the ministry.

TERANET ALLIANCE

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Toll Free 1-800-268-1142
Fax (416)326-8665
8:30 - 4:30

The Teranet Alliance Office represents the government's interest in the strategic alliance between the Government of Ontario and Teranet Inc. The alliance enables the automation of Ontario's land registration records and the provision of electronic land registration services.

BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (For Ontario Only)
Fax (416)979-0384
www.funeralboard.com
8:30 - 4:00

The Board of **Funeral** Services (BoFS) is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act: BoFS' principal objective is to regulate the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. BoFS also mediates and adjudicates **complaint**s, and administers a consumer **compensation** fund.

Services offered to the Public:
Board of Funeral Services

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
Mississauga L5R 3L5
General Inquiry (905)712-5361
Fax (905)507-4712
9:00 - 5:00

The **Electrical Safety** Authority (ESA) is responsible for ensuring compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and

industrial markets. ESA inspects electrical devices and installations, investigates **complaints**, approves electrical products and makes sure the code is current and includes the latest technology.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 800, 789 Don Mills Rd
Toronto M3C 1T5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
www.omvic.on.ca
8:00 - 5:00

The Ontario **Motor Vehicle** Industry Council (OMVIC) is responsible for administering the Motor Vehicle Dealers Act (MVDA) and the Motor Vehicle Dealers Compensation Fund on behalf of the Government of Ontario to better protect consumers. OMVIC is responsible for registering motor vehicle dealers and salespeople, conducting inspections and investigations, and mediating complaints.

REAL ESTATE COUNCIL OF ONTARIO

East Tower
Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
www.reco.on.ca
8:30 - 5:00

The **Real Estate** Council of Ontario (RECO) is responsible for administering the Real Estate and Business brokers Act (REBBA) on behalf of the Government of Ontario. RECO's mandate is to protect consumers and members through a fair, safe and informed real estate marketplace. RECO registers real estate brokers and salespeople and performs inspections of real estate brokers to ensure the Act's requirements are met. RECO also administers a mandatory continuing education program, a Code of Ethics and Complaint process and an Insurance program.

TARION WARRANTY CORPORATION

12th Flr, 5160 Yonge St
Toronto M2N 6L9
General Inquiry (416)229-9200
Toll Free 1-800-982-7466
Fax (416)229-3800
www.tarion.com
9:00 - 5:00

Tarion Warranty Corporation is an independent, not-for-profit, private corporation established in 1976 to provide warranty protection for all consumers who purchase a new home or **condominium** in Ontario. Tarion regulates and licenses all residential builders of new homes and condominiums in Ontario under the Ontario New Home Warranties Plan Act and administers a guarantee fund to help safeguard consumers' warranty rights. Ontario new home buyers benefit from deposit protection, as well as protection against delayed closings; defects in work and materials; major structural defects; and, Ontario Building Code violations.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

West Tower
14th Flr, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)734-3300
Toll Free 1-877-682-8772 (Outside GTA)
Fax (416)231-1626
www.tssa.org
8:30 - 5:00

The Technical **Standards** and **Safety** Authority (TSSA) is responsible for the administration of Ontario's Technical Standards and Safety Act. This includes regulating safety in the **elevating and amusement devices**, **boilers and pressure vessels**, hydrocarbon fuels and upholstered and **stuffed articles** sectors. TSSA reviews designs, performs risk-based device inspections; incident investigations; sets certification standards for device maintenance personnel and operators; researches incident causes; and delivers public education to reduce incidents.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

West Tower
Suite 402, 2700 Matheson Blvd E
Mississauga L4W 4V9
General Inquiry (905)624-6241
Toll Free 1-888-451-8426
Fax (905)624-8631
www.tico.on.ca
8:00 - 5:00

The **Travel** Industry Council of Ontario (TICO) administers the Travel Industry Act on behalf of the Government of Ontario. In addition, TICO administers an industry-financed Travel Compensation Fund. TICO's mandate is to promote a fair and informed marketplace where consumers can be confident in their travel purchases. TICO registers travel retailers and wholesalers and performs inspections of registrants to ensure compliance with the Act. TICO also administers consumer education and awareness programs and mediates disputes between consumers and registrants.

VINTNERS QUALITY ALLIANCE ONTARIO

Rm 1601, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)367-2002
Fax (416)367-4044
8:30 - 5:00

Vintners Quality Alliance Ontario administers the Vintners Quality Alliance Act, a regulated "Appellation of Origin" system by which consumers can identify quality **wines** in Ontario.

REGISTRATION DIVISION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00

Registration Division records land ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the

availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than real estate, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

COMPANIES AND PERSONAL PROPERTY SECURITY BRANCH

University Ctr
Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0843
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
Fax (416)314-4806 (Director's office)
8:30 - 5:00

Companies Branch registers **business** names of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select documents under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic **registration** for business names, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:
Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

PERSONAL PROPERTY SECURITY REGISTRATION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0487 (Public Office)
Fax (416)314-4806 (Director's Office)
8:30 - 5:00

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who

have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail, however, electronic registrations and searches are the primary means of access. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System
Used Vehicle Information Package

OFFICE OF THE REGISTRAR GENERAL

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411 (Expedited Service with Credit Card payment)
Fax (807)343-7459 (Regular Service With Credit Card Payment)
8:30 - 5:00 ♿

The Office of the Registrar General Branch registers **births**, **deaths**, **marriages**, still-births, **adoption**s and changes of **name** occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**. Services offered to the Public: Certificates, Certified copies of vital event registrations Change of name, amendments and corrections to registrations Registration of Births, Deaths, Marriages, Still-births, Name Changes, Persons authorized to solemnize marriage INTERNET: www.serviceontario.ca
(On-line applications with Credit Card payment)

Services offered to the Public:
Change of name, amendments and corrections to registrations
Intake functions for the Office of the Registrar General
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL

Macdonald Block
Rm M2-57, 900 Bay St
Toronto M7A 1Y5
7:30 - 5:00 ♿

The Public Office, Registrar General provides walk-in service only. Services offered to the Public: Certificates, Certified copies of vital event registrations

Services offered to the Public:
Intake functions for the Office of the Registrar General

ONTARIO VITAL STATISTICS IMPROVEMENT PROJECT (ONVIP)

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4892
General Inquiry (807)343-7338 (Thunder Bay)
Fax (416)212-6082
Fax (807)343-7669 (Thunder Bay)
8:30 - 5:00

The Ontario Vital Statistics Improvement Project (ONVIP) is responsible for change management activities at the Office of the Registrar General (ORG). The project encompasses initiatives such as developing a new technological platform, redesigning the business process of the ORG and modernizing the legislative framework.

RESOURCE MANAGEMENT AND PROGRAM SUPPORT OFFICE

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-5111
8:30 - 5:00

The Resource Management and Program Support Office provides administrative, financial, planning and policy support to the Registration Division and its operating branches.

BOOKBINDING CENTRE

Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
Fax (416)325-8689
8:00 - 4:15

The Bookbinding Centre, Resource Management and Program Support Office, provides bookbinding services for Registration Division.

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00

The **Real Property Registration** Branch manages and operates 54 **Land** Registry Offices throughout Ontario which register, store and manage **documents**, **deeds**, **mortgage**s and plans of **survey**. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. Automation of land registration records has been introduced or completed in many offices across the province. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, Teraview gateway system. Electronic registration via Teraview is available in many land registry offices in Ontario. You may call Teranet at 1-800-208-5263.

Services offered to the Public:
Province of Ontario Land Registration Information System
Real Property - Access to database, searches, etc.
Registration of Real Property under either Registry Act or Land Titles Act

REGIONAL OFFICES

CENTRAL REGION OFFICE
The Atrium on Bay
4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00

EASTERN REGIONAL OFFICE
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5599
Fax (613)531-5598
Fax (905)372-4758 (Regional Surveyor, Cobourg)
8:30 - 5:00

WESTERN REGIONAL OFFICE
Courthouse
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7767x3
Fax (519)675-7771
8:30 - 5:00

BUSINESS IMPROVEMENT TEAM

4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00

This unit, Business Improvement Team, is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support. Real Property Registration, in conjunction with Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 54 land registry offices across the province.

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain or drop-off birth, death, marriage applications, **Personal Property** Security Registration registrations and inquiries, access to Ontario **Business** Connects workstations, or endorsement of a business corporation. The land registration **records** are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00

Alexandria Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00

Almonte Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Lanark. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on-line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00

Barrie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-4597
Fax (613)968-3606
8:30 - 5:00 ♿

Belleville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N
Bracebridge P1L 2E7
General Inquiry (705)645-4415
Fax (705)645-7826
8:30 - 5:00 ♿

Bracebridge Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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BRAMPTON LAND REGISTRY OFFICE (PEEL #43)

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
8:30 - 5:00

Brampton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)

Courthouse
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
Fax (519)752-0273
8:30 - 5:00

Brantford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. The land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)

7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00 ♿

Brockville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)

10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00 ♿

Cayuga Land Registry Office provides registrations and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Haldimand County. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiry services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00 ♿

Chatham Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)

Fleming Bldg
Suite 105, 1005 Elgin St W
Cobourg K9A 5J4
General Inquiry (905)372-3813
Fax (905)372-4758
8:30 - 5:00 ♿

Cobourg Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Courthouse
149 4th Ave
PO Box 580
Cochrane P0L 1C0
General Inquiry (705)272-5791
Fax (705)272-2951
8:30 - 5:00 ♿

Cochrane Land Registry Office provides registration and client self serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00

Cornwall Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)

353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00

Fort Frances Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. The Land Registration records are fully automated. Electron registration is available.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00

Goderich Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The Land Registration Records have been automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)

Courthouse
27 Phipps St
PO Box 619
Gore Bay P0P 1H0
General Inquiry (705)282-2442
Fax (705)282-3245
8:30 - 5:00

Gore Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3372
Fax (519)826-3373
8:30 - 5:00

Guelph Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)

375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00

Haileybury Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)

Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00

Hamilton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAWKESBURY LAND REGISTRY OFFICE (PRESCOTT #46)

179 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)636-0314
Fax (613)636-0772
8:30 - 5:00

Hawkesbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)

220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00

Kenora Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)

1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00

Kingston Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)

2nd Flr, 30 Duke St W
Kitchener N2H 3W5
General Inquiry (519)571-6043
Fax (519)571-6067
8:30 - 5:00

Kitchener Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)

Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00

Lindsay Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)

Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
Fax (519)675-7611
8:30 - 5:00

London Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Electronic registration is available. Remote electronic searching and document submission is available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MILTON LAND REGISTRY OFFICE (HALTON #20)

491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00

Milton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)

12 Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00 ♿

Minden Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

Services offered to the Public:
Province of Ontario Land Registration Information System

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)

8 Fifth St
PO Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
Fax (613)543-4541
8:30 - 5:00 ♿

Morrisburg Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Dundas. Other services offered to the public: Province of Ontario Land Registration Information System.

Services offered to the Public:
Province of Ontario Land Registration Information System

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)

Murphy's Business Ctr
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00 ♿

Napanee Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Lennox and Addington. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)

Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)474-2270
Fax (705)495-8511
8:30 - 5:00

North Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Intake functions for the Office of the Registrar General
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)

County Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00

Orangeville Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)

Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00

Ottawa Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)

East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00

Owen Sound Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)

28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00

Parry Sound Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
Fax (613)732-0297
8:30 - 5:00

Pembroke Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)

Robinson Pl South Tower
2nd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1342
Fax (705)755-1343
8:30 - 5:00

Peterborough Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are partially automated. Access to search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and certain Business Corporation Act transactions.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)

1 Pitt St
PO Box 1310
Picton K0K 2T0
General Inquiry (613)476-3219
Fax (613)476-7908
8:30 - 5:00

Picton Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)

499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00

Prescott Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Grenville.

Services offered to the Public:
Province of Ontario Land Registration Information System

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)

1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00

Russell Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical township of Russell. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Suite 102, 700 North Christina St
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00

Sarnia Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)

420 Queen St E
Sault Ste Marie P6A 1Z7
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00

Sault Ste Marie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)

Courthouse
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00

Simcoe Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST CATHARINES LAND REGISTRY OFFICE (NIAGARA NORTH #30 & NIAGARA SOUTH #59)

59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00

St Catharines Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, on line access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)

Courthouse Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
Fax (519)631-8182
8:30 - 5:00

St Thomas Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security registration enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00

Stratford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)

Suite 301, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4300
Fax (705)564-4148
8:30 - 5:00

Sudbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)

2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7436
Fax (807)343-7439
8:30 - 5:00 ♿

Thunder Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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TORONTO LAND REGISTRY OFFICE #66

Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00 ♿

Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under Land Titles for the geographical area of the new City of Toronto. The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00 ♿

Walkerton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WHITBY LAND REGISTRY OFFICE (DURHAM #40)

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4007
Fax (905)665-5247
8:30 - 5:00 ♿

Whitby Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontatio Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WINDSOR LAND REGISTRY OFFICE (ESSEX #12)

Suite 100, 949 McDougall St
Windsor N9A 1L9
General Inquiry (519)971-9980
Fax (519)971-9937
8:30 - 5:00 ♿

Windsor Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Intake functions for the Office of the Registrar General
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)

75 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-6287
Fax (519)537-3107
8:30 - 5:00 ♿

Woodstock Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

YORK REGION #65

3rd Flr (Public Office), 50 Bloomington Rd W
Aurora L4G 3G8
2nd Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7798
Fax (905)713-7799
8:30 - 5:00

Aurora Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, online access for registration purposes to Ontario Business Connects and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:
Intake functions for the Office of the Registrar General
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

TITLE AND SURVEY SERVICES OFFICE

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
Fax (416)314-4878
Fax (705)564-4354 (Sudbury)
Fax (905)372-4758 (Cobourg)
Fax (905)874-4012 (Brampton)
Fax (519)675-7771 (London)
www.cbs.gov.on.ca
8:30 - 5:00

The Title and **Survey** Services Office of Registration Division is responsible for setting policy and standards for the registration of documents and plans in the **land** registration system for the Province of Ontario. The office also provides support to 55 Land Registry Offices and their clients for resolution of complex legal and survey issues arising from registration of documents and plans under the Acts administered by the Real Property Registration Branch. In addition, the section deals with survey issues and related applications, e.g., the Boundaries Act, First Application to Land **Titles**.

SERVICEONTARIO

20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
Fax (416)326-3229 (Financial Analysts)
www.serviceontario.ca
8:00 - 5:00

ServiceOntario Government Information Centres (SO/GICs) are located in 63 communities across Ontario, and offer information and selected government services. Responsibility for the operation of the centres is divided between Ministry of Government Services and Ministry of Northern Development and Mines. Policy lead is with the Ministry of Government Services. ServiceOntario Government Information Centres provide information, referral and assistance with online government services.

POLICY AND STRATEGIC PLANNING

20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
8:30 - 5:00

Policy and Strategic Planning advances innovative integrated service delivery by developing strategies and frameworks that enable the transformation of the way government delivers services. It liaises with provincial ministries and other jurisdictions to identify and develop new initiatives. It is responsible for strategic planning, policy and direction for service delivery, business development, standards, research, communications and resource management.

SERVICE DELIVERY

20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1234
Fax (416)326-3229
8:30 - 5:00

Service Delivery focuses on management and operations of existing services and channels, operational support, customer relationships, channel management and data gathering and reporting. It manages the operation of an integrated client contact centre (Access and Inquiry Services), Publications Ontario and ServiceOntario Government Information Centres which provides in-person services in more than 60 communities.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00

Access and Inquiry Services provides public access to government information. The section is made up of three units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, and Databases and Directories (D&D).

ACCESS ONTARIO

Ottawa Courthouse Bldg
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235 (TTY/Teletypewriter users only)
Toll Free 1-800-268-8758 (Within Area Code 613)
Fax (613)566-2234
8:00 - 5:00

Access Ontario provides a **bilingual information and referral service** for telephone inquiries. It provides an access point for information on multi-jurisdictional government programs and services.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408 (TTY/Teletypewriter users only)
Toll Free 1-800-267-8097 (General Inquiry)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00

Citizens' Inquiry Bureau provides a **bilingual information and referral service**. It provides an access point for information on multi-jurisdictional government programs and services. Services are provided by telephone, over the counter and using the feedback form on the Government of Ontario Web site.

DATABASES AND DIRECTORIES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)327-3642
(416)327-2993 (Government Pages Control Desk)
Fax (416)327-3652
Fax (416)314-3603 (Government Pages)
www.infogo.gov.on.ca
8:30 - 5:00

Databases and **Directories** collects, organizes and publishes corporate information to facilitate access and inquiry services to the government of Ontario, its employees, offices, services, and freedom of information **records**. PACE (Public Access Corporate Enquiry) is the application administered by Databases & Directories to integrate the corporate information for publication in required contexts. The Government of Ontario Telephone Directory and the KWIC Index to Services-the annual print directories, are products of PACE. Content for INFO-GO, the on-line directory, is also a product of PACE. Daily updates stream down from PACE to keep INFO-GO up-to-date, reliable and useful. The office also co-ordinates the Government of Ontario services listings published in the Government Pages of the province's regional telephone directories.

PUBLICATIONS ONTARIO

Main Flr, 50 Grosvenor St
Toronto M7A 1N8
(416)326-5300 (Order Publications)
Toll Free 1-800-668-9938 (Order Publications)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 5:00

Publications Ontario is the central manager and distributor of government publications to the public, libraries, businesses, and government ministries. Customers can shop in person, by telephone, by fax or mail, or through the Publications Ontario On-Line (POOL) website. All major credit cards and government purchase cards are accepted. Publications Ontario acts as a service manager for ministries and agencies requiring printing, warehousing and distribution services. Publications Ontario publishes Ontario **statutes** and **regulations** and the Ontario **Gazette**, in print and electronically. Publications Ontario is responsible for copyright administration on behalf of the Queen's Printer for Ontario, and for the Government Publications Directive.

BUSINESS AND CLIENT SOLUTIONS

Ground Flr & 5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-5302
Fax (416)326-5317 (Ground Flr)
Fax (416)326-4648 (5th Flr)

Business and Client Solutions provides walk-in bookstore service, carrying a large selection of government titles and products (souvenirs). All major credit cards and government purchasing cards are accepted. It also provides call centre functions.

PUBLISHING, DISTRIBUTION AND COPYRIGHT UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5310 (Ontario Gazette)
Fax (416)326-4648
8:30 - 5:00

Publishing, Distribution and Copyright Unit coordinates printing and publishing of Ontario Statutes and Regulations, and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It manages the Ontario **Gazette** subscriptions and ensures public access to government **documents** through the Depository Library system of 500+ libraries; administers Crown copyright on behalf of the Queens Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes; develops and maintains Internet services: EOCOS, a research and ordering site restricted to libraries; PICC, a restricted ordering site for all Government Information Centres; Third Party Site, a restricted ordering site for Third Party **Bookstores**; POOL, a public on-line e-commerce and information site; and an on-line Ontario Gazette site.

COPYRIGHT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-2678 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00

The **Copyright** Section administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

SERVICEONTARIO GOVERNMENT INFORMATION CENTRES

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1234
Toll Free 1-800-267-8097
Fax (416)326-5106
www.gov.on.ca/MBS/english/maps/gic/index.html
8:30 - 5:00

ServiceOntario **Government Information Centres** (GICs) are located in 63 communities across Ontario, and offer information and selected government services. Responsibility for the operation of the centres is divided between Ministry of Government Services and Ministry of Northern Development and Mines. Policy lead is with the Ministry of Government Services. ServiceOntario Government Information Centres provide information, referral and assistance with online government services.

CENTRAL REGIONAL OFFICE
Macdonald Block
Government Information Ctr, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
8:30 - 5:00

AURORA
50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (905)713-6906
8:30 - 5:00

BRAMPTON
1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (905)874-3970
8:30 - 5:00

DOWNSVIEW
Bldg A
2680 Keele St
Toronto M3M 3E6
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (416)235-3777
8:30 - 5:00

HALTON
Halton Regional Administrative Ctr
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6000
Toll Free 1-866-442-5866
Fax (905)825-9010
8:30 - 4:30

TORONTO
Macdonald Block
900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (416)325-3407
8:00 - 5:00

WHITBY
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry 1-800-267-8097
Fax (905)430-1230
8:30 - 5:00

SOUTHEASTERN REGIONAL OFFICE
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)727-2827
Fax (613)727-2900
8:30 - 5:00

BANCROFT
50 Monck St
PO Box 300
Bancroft K0L 1C0
Toll Free 1-800-746-5520
Fax (613)332-4027
8:30 - 5:00

BELLEVILLE
2nd Flr, 15 Victoria Ave
PO Box 7
Belleville K8N 1Z5
General Inquiry (613)968-3769
Fax (613)968-4374
8:30 - 5:00

BROCKVILLE
Government Information Ctr
Market St Entrance, 7 King St W
Brockville K6V 3P7
General Inquiry (613)498-0506
Fax (613)345-7390
8:30 - 5:00

CORNWALL
127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-5332
Fax (613)932-4524
8:30 - 5:00

HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-2192
Fax (613)636-0345
8:30 - 5:00

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7372
Fax (613)531-5730
8:30 - 5:00

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-3849
Toll Free 1-877-994-9928
Fax (705)324-8440
8:30 - 5:00

MINDEN
Hwy 35 By-pass
PO Box 820
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355
8:30 - 5:00

OTTAWA
Courthouse
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235
Toll Free 1-800-268-8758
Fax (613)566-2234
8:00 - 5:00

PEMBROKE
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-6998
8:30 - 5:00

PETERBOROUGH
North Tower
1st Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4427
Fax (705)755-1677
8:30 - 5:00

RENFREW
316 Plaunt St S
Renfrew K7V 1N3
General Inquiry (613)432-4841
Toll Free 1-800-267-8816
Fax (613)432-5260
8:30 - 5:00

SMITHS FALLS
91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-7002x101
Toll Free 1-888-784-7605
Fax (613)283-7005
8:30 - 4:00

SOUTHWESTERN REGIONAL OFFICE
Atrium
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)837-6346
Fax (519)826-6363
8:00 - 5:00

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-0823
Fax (705)737-5722
8:30 - 5:00

CHATHAM
Chatham Civic Ctr
315 King St W
PO Box 640
Chatham N7M 5K8
General Inquiry (519)436-3297
Toll Free 1-800-714-7497
Fax (519)436-3227
8:00 - 5:00

GUELPH
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-6567
TTY (519)826-7402
TTY Toll Free 1-877-877-6313
Fax (519)826-3633
8:00 - 5:00

HAMILTON
Ellen Fairclough Bldg
Ground Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7825
Fax (905)521-7851
8:30 - 4:00

KITCHENER
City Hall
Main Flr, 200 King St W
PO Box 1118
Kitchener N2G 4G7
General Inquiry (519)576-6517
Toll Free 1-800-837-0877
Fax (519)576-6377
8:00 - 5:00

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4000
Fax (519)873-4016
8:00 - 5:00

OWEN SOUND
1400 First Ave W
Owen Sound N4K 6Z9
General Inquiry (519)371-6226
Toll Free 1-888-647-3654
Fax (519)371-6336
8:00 - 5:00

SARNIA
Bayside Mall, Lambton Shared Services Ctr
150 Christina St N
Sarnia N7T 7W5
General Inquiry (519)332-2512x2227
Fax (519)383-1648
8:00 - 5:00

SIMCOE
40 Colborne St S
Simcoe N3Y 4H3
General Inquiry (519)426-6655
Toll Free 1-800-267-9434
Fax (519)428-0787
8:00 - 5:00

ST CATHARINES
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2111
Fax (905)704-2003
8:00 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-9995
Fax (519)271-1007
8:00 - 5:00

WINDSOR
2nd Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-7954
Fax (519)973-7959
8:00 - 5:00

SERVICE DESIGN AND IMPLEMENTATION

16th Flr, 250 Yonge St
Toronto M5B 2N5
TTY (416)325-3408
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125 (393 University Ave)
Fax (416)326-3392 (250 Yonge St)
www.cbs.gov.on.ca/obc
8:30 - 5:00

Service Design and Implementation plans, designs, and builds the infrastructure and application design for the service delivery channels (in-person, electronic and by phone). It assists ministries and other jurisdictions in planning and implementing integrated service delivery systems. In collaboration with business partners, it determines business requirements, SLA requirements, business service mapping and business process workflows to support the service. It also operates the electronic channel for ServiceOntario through its integrated, process based service desk; it utilizes a best practice framework for managing services.

Services offered to the Public:
Ontario Business Connects

STRATEGIC POLICY DIVISION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)212-6652
Fax (416)212-1076
8:30 - 5:00

The Strategic Policy Division supports the coordination and integration of corporate administrative policy development for Ministry of Government Services. The division also provides advice and support to ministries across the government for decision-making related to emergency management, security, business continuity, and labour dispute contingency planning. Central coordination and management of these functions fulfills government roles and responsibilities as outlined in the Emergency Management Act, Occupational Health and Safety Act, Public Service Act, Ontario Human Rights Code, as well as statutory responsibilities under the Management Board of Cabinet Act and the Treasury Board Act.

CORPORATE POLICY BRANCH

Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-3625
Fax (416)325-0438
8:30 - 5:00

The Corporate Policy Branch is responsible for the development of policy and legislation on corporate governance matters (e.g. conflict of interest, advertising practices, reimbursement of expenses, etc.); development of tools and guides to support ministry and agency compliance with legislation, directives and policies; recommendations to MBC on ministry requests for MBC approval on matters involving governance and accountability of ministries and agencies; development and coordination of MBC directives and guidelines; supporting the promotion of energy awareness and conservation among OPS employees; and administration of the central governance framework for arm's-length agencies.

EMERGENCY MANAGEMENT AND SECURITY BRANCH

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-9400
Fax (416)325-1078
8:30 - 5:00

The Emergency Management and Security Branch is responsible for the internal OPS Emergency Management and Security Program. The branch leads policy development and implementation on internal emergency management, physical and personnel security policies and program and is responsible for leading labour dispute contingency planning and business continuity planning for the OPS.

AGENCIES, BOARDS AND COMMISSIONS

ADVERTISING REVIEW BOARD

Macdonald Block
2nd Flr Rm M2-56, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00

The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00

The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to

these Acts, the AGCO licences and regulates charitable and **casino** gaming, **lottery** schemes, **bingos**, raffles, break open tickets as well as casino employees and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

Services offered to the Public:
Gaming Control Act, 1992
Liquor Enforcement
Liquor Licences
Manufacturer's Licence
Manufacturer's Representative Licence
Order-in-Council 2688/93
Special Occasion Permit

REGIONAL OFFICES

GANANOQUE DISTRICT OFFICE
380 Hwy 2
Gananoque K7G 2V4
General Inquiry (613)382-6819
Toll Free 1-800-522-2876
Fax (613)382-3476
8:30 - 5:00

LONDON DISTRICT OFFICE
Suite 201, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7746
Toll Free 1-800-522-2876
Fax (519)675-7749
8:30 - 5:00

NIAGARA DISTRICT OFFICE
The Acres House
4th Flr, 4342 Queen St
Niagara Falls L2E 7J7
General Inquiry (905)374-5955
Toll Free 1-800-522-2876
Fax (905)374-5953
8:30 - 5:00

ORILLIA DISTRICT OFFICE
Cottage "C"
3rd Flr, 700 Memorial Ave
Orillia L3V 6H1
General Inquiry (705)329-5045
Toll Free 1-800-522-2876
Fax (705)329-5050
8:30 - 5:00

OTTAWA DISTRICT OFFICE
Emerald Plaza
5th Flr Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0000
Toll Free 1-800-522-2876
Fax (613)274-7214
8:30 - 5:00

SAULT STE MARIE DISTRICT OFFICE
Suite 201, 740 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-6552
Toll Free 1-800-522-2876
Fax (705)946-6557
8:30 - 5:00

SUDBURY DISTRICT OFFICE
400 Bonin Rd
Chelmford P0M 1L0
General Inquiry (705)855-8350
Toll Free 1-800-522-2876
Fax (705)855-8860
8:30 - 5:00

THUNDER BAY DISTRICT OFFICE
Suite 206, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7382
Toll Free 1-800-522-2876
Fax (807)343-7524
8:30 - 5:00

WINDSOR DISTRICT OFFICE
4th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)258-2941
Toll Free 1-800-522-2876
Fax (519)258-7282
8:30 - 5:00

TORONTO-HEAD OFFICE
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
Fax (416)326-0300
8:30 - 5:00 ♿

CIVIL SERVICE COMMISSION

Whitney Block
5th Flr, 99 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
8:30 - 5:00 ♿

The Civil Service Commission functions under the **Public Service** Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values. The responsibilities of the commission are to set regulations relating to a wide range of human resource management issues affecting salaries, **classification**s, recruitment, **benefits** and hours of work, subject to the approval of the Lieutenant-Governor-in-Council. Also, the commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointment**s.

LICENCE APPEAL TRIBUNAL

12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)314-4260
Toll Free 1-800-255-2214
Fax (416)314-4270
Fax (416)314-6307
Toll Free Fax 1-800-720-5292
8:15 - 4:30 ♿

The **Licence Appeal** Tribunal is an adjudicative Tribunal, created on April 1, 2000 under the Licence Appeal Tribunal Act, 1999. The Tribunal provides a fair, efficient, impartial, and independent means to appeal decisions concerning compensation **claims** and licensing activities regulated by the Ministry of Government Services, the Ministry of Transportation, the Ministry of Children and Youth Services, the Ministry of Training, Colleges, and Universities, and the Ministry of Municipal Affairs and Housing.

Services offered to the Public:
Appeal Tribunal

ONTARIO FILM REVIEW BOARD

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Fax (416)314-3632
www.ofrb.gov.on.ca
8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Government Services. The board classifies films and videos and approves adult sex films for exhibition or distribution

in Ontario. The board's mission statement is to classify films and thereby provide the public with sufficient information to make informed viewing choices for themselves and their children.

Services offered to the Public:
Approval and Classification of Films and Videos

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Within Canada & USA)
Fax (416)364-7578
www.opb.on.ca
8:00 - 5:00

Ontario **Pension** Board ("OPB") is a corporation without share capital constituted under the Publice Service Pension Act (PSPA). OPB is responsible for administration of the Ontario Public Service Pension Plan (the "Plan"), and for the investment of the assets that fund the Plan (the "Fund"). The Plan is a statutory pension plan established by the PSPA and is Schedule 1 to the Act. Plan membership is made up of eligible employees of the Ontario Government and its Agencies, Boards and Commissions. OPB was established in 1990; however, the Plan has been in existence since the 1920's.

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
www.ontarioracingcommission.ca
8:30 - 5:00

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The ORC licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeal**s or rulings issued by Commission Judges or Stewards officiating at races. The ORC administers the Horse Improvement Program, which includes the Ontario Sires Stakes Program. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements, Ontario Sires Stakes Program and any general inquiries on the racing and breeding industry.

Services offered to the Public:
Information Services
Licence to Participate in Racing

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Member and Pensioner Services)
Toll Free 1-800-637-0024 (Canada-Wide)
Fax (416)681-6175
www.optrust.com
8:00 - 5:00 ♿

The **OPSEU Pension** Trust (OPTrust) administers the OPSEU Pension Plan and manages the Fund and related investment processes for OPSEU members who are employed by the Ontario government and certain agencies, boards and commissions that are participating employers in the plan. In addition, members of the Ontario Liquor Board Employees Union (OLBEU) are members of the Plan, as are employees of the OPSEU Pension Trust. Members who retire with a pension from OPTrust may qualify for post-retirement benefits coverage provided by their employers and administered by Great-West Life.

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996, S.O. 1996, c. 26, Sched.
Apportionment Act, R.S.O. 1990, c. A.23
Archives Act, R.S.O. 1990, c. A.27
Arthur Wishart Act (Franchise Disclosure), 2000, S.O. 2000, c. 3
Assignments and Preferences Act, R.S.O. 1990, c. A.33
Athletics Control Act, R.S.O. 1990, c. A.34
Bailiffs Act, R.S.O. 1990, c. B.2
Boundaries Act, R.S.O. 1990, c. B.10
Business Corporations Act, R.S.O. 1990, c. B.16
Business Names Act, R.S.O. 1990, c. B.17
Business Regulation Reform Act, 1994, S.O. 1994, c. 32
Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002, S.O. 2002, c. 34, Sched. A
Cemeteries Act (Revised), R.S.O. 1990, c. C.4
Certification of Titles Act, R.S.O. 1990, c. C.6
Change of Name Act, R.S.O. 1990, c. C.7
Collection Agencies Act, R.S.O. 1990, c. C.14
Collision Repair Standards Act, 2002, S.O. 2002, c.31
Commodity Futures Act, R.S.O. 1990, c. C.20
Condominium Act, 1998, S.O. 1998, c. 19
Consumer Protection Act, 2002, S.O 2002, c. 30, Sched. A
Consumer Reporting Act, R.S.O. 1990, c. C.33
Corporations Act, R.S.O. 1990, c. C.38
Corporations Information Act, R.S.O. 1990, c. C.39
Debt Collectors Act, R.S.O. 1990, c. D.4
Discriminatory Business Practices Act, R.S.O. 1990, c. D.12
Electricity Act, 1998, S.O. 1998, c. 15, Sched. A, Part VIII
Electronic Registration Act (Ministry of Consumer and Business Services Statutes), 1991, S.O. 1991, c. 44
Extra-Provincial Corporations Act, R.S.O. 1990, c. E.27
Factors Act, R.S.O. 1990, c. F.1
Film Classification Act, 2005, S.O. 2005, c. 17
Flag Act, R.S.O. 1990, c. F.20
Floral Emblem Act, R.S.O. 1990, c. F.21
Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31

Funeral Directors and Establishments Act, R.S.O. 1990, c. F.36
Funeral, Burial, Cremation Services Act, 2002, S.O. 2002, c. 33
Gaming Control Act, 1992, S.O. 1992, c.24
Government Advertising Act, 2004, S.O. 2004, c. 20
Horse Riding Safety Act, 2001, S.O. 2001, c. 4
Land Registration Reform Act, R.S.O. 1990, c. L.4
Land Titles Act, R.S.O. 1990, c. L.5
Licence Appeal Tribunal Act, 1999, S.O. 1999, c. 12, Sched. G
Limited Partnerships Act, R.S.O 1990, c. L.16
Liquor Licence Act, R.S.O. 1990, c. L.19
Lobbyists Registration Act, 1998, S.O. 1998, c. 27, Sched.
Marriage Act, R.S.O. 1990, c. M.3
Ministry of Consumer and Business Services Act, R.S.O 1990, c. M.21
Ministry of Government Services Act, R.S.O. 1990, c. M.25 (except in respect of the Ontario Realty Corporation and real property matters)
Motor Vehicle Dealers Act, 2002, S.O. 2002 c. 30, Sched. B
Motor Vehicle Dealers Act, R.S.O. 1990, c. M.42
Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
Official Notices Publication Act, R.S.O. 1990, c. O.3
Ontario New Home Warranties Plan Act, R.S.O. 1990, c. O.31
Ontario Public Service Employees' Union Pension Act, 1994, S.O. 1994, c. 17, Sched.
Paperback and Periodical Distributors Act, R.S.O. 1990, c. P.1
Partnerships Act, R.S.O. 1990, c. P.5
Personal Property Security Act, R.S.O. 1990, c. P.10
Public Service Act, R.S.O. 1990, c. P.47
Public Service Pension Act, R.S.O. 1990, c. P.48
Racing Commission Act, 2000, S.O. 2000, c. 20
Real Estate and Business Brokers Act, 2002, S.O. 2002, c. 30, Sched. C
Real Estate and Business Brokers Act, R.S.O. 1990. c. R.4
Registry Act, R.S.O. 1990, c. R.20
Repair and Storage Liens Act, R.S.O. 1990, c. R.25
Residential Complex Sales Representation Act, R.S.O. 1990, c. R.28
Retail Business Holidays Act, R.S.O. 1990, c. R.30
Safety and Consumer Statutes Administration Act, 1996, S.O. 1996, c.19
Securities Act, R.S.O. 1990, c. S.5
Technical Standards and Safety Act, 2000, S.O. 2000, c. 16
Theatres Act, R.S.O. 1990, c. T.6
Toronto Futures Exchange Act, R.S.O. 1990, c. T.14
Toronto Stock Exchange Act, R.S.O. 1990, c. T.15
Travel Industry Act, 2002, S.O. 2002, c. 30, Sched. D
Trust Beneficiaries' Liability Act, 2004, S.O. 2004, c. 29, Sched. A
Vintners Quality Alliance Act, 1999, S.O. 1999, c. 3
Vital Statistics Act, R.S.O. 1990, c. V.4
Wine Content and Labelling Act, 2000, S.O. 2000, c. 26, Sched. P

MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
www.health.gov.on.ca ♿

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

CHIEF MEDICAL OFFICER OF HEALTH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-3831
Fax (416)325-8412 ♿

The Chief Medical Officer of Health (CMOH) monitors the organization and delivery of public health programs and services provided by the 36 local boards of health. The CMOH has the power and authority to take action on his or her own initiative in situations that pose a risk to the health of Ontarians, as well as the authority to report directly to the public on important public health issues. The CMOH provides advice across government on the management of public health issues, including population health strategies, health promotion, disease prevention, and health protection and wellness promotional activities.

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791
www.gov.on.ca/health
8:30 - 5:00 ♿

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOline, a multilingual call centre, provides information on the programs, services and activities of the ministry; and Client Services responds to in-person and written requests for information.

CLIENT SERVICES
Macdonald Block
1st Flr Rm M1-57, 900 Bay St
Toronto M7A 1R3
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1154
Fax (416)325-7136
8:30 - 5:00

LEGAL SERVICES BRANCH

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-8606
(613)536-3118 (Kingston Counsel)
Fax (613)536-3183 (Kingston Counsel)
Fax (416)327-8605 (Toronto Counsel)
8:30 - 5:00

Legal Services Branch provides legal services to the ministry, including legal advice and opinions; preparation of the ministry's legislation and regulations; representing the ministry before courts, tribunals, coroners' inquests and public inquiries; preparing agreements relating to the provision of health services and participating in or advising the ministry's and government's various committees and task forces.

MEDICAL ADVISORY SECRETARIAT

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-1092
Fax (416)325-2364
www.health.gov.on.ca/english/providers/program/mas/mas_mn.html
9:00 - 5:00

The mandate of the Medical Advisory Secretariat (MAS) is to advise the Deputy Minister and other ministry senior management and government agencies on the delivery of medical services, particularly new health technologies. The internal Health Technology Evaluation and Assessment Program provides health technology assessments and appraisals to programs of the ministry and to the Ontario Health Technology Advisory Committee (OHTAC) to ensure an evidence-based broad approach to policy decision-making regarding introducing new health technologies and retiring obsolete technologies. Collaboration is fostered among relevant program areas, external stakeholders are consulted, and technology assessments are conducted. MAS leads field evaluation research on technologies for which there is insufficient evidence of effectiveness. It coordinates its activities with other jurisdictions within the National Health Technology Strategy.

NURSING SECRETARIAT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00

The mandate of the Nursing Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry divisions, branches and programs, other ministries and governments and nursing stakeholders to

address nursing issues; support the implementation, and long-term strategies to strengthen the nursing profession in Ontario.

ONTARIO INTERNAL AUDIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7792
Fax (416)327-7809

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are proved under the direction of the Chief Internal Auditor.

ACUTE SERVICES DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914

The Acute Services Division is responsible for activities relating to Emergency Health Services and Hospitals. It also shares responsibility with the Community Health Division for the following areas/ branches: Regional Offices, Finance and Information Management, French Language Services, and the Office of Strategic Projects.

BLOOD PROGRAMS COORDINATING OFFICE

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-6478
Fax (416)326-6481
8:30 - 5:00

The Blood Programs Coordinating Office supports the role of Ontario's Minister of Health and Long-Term Care as a Member of Canadian Blood Services (CBS). This includes regular liaison with CBS staff and participation on various working groups with CBS and provincial/territorial representation. The Blood Programs Coordinating Office is also responsible for developing Ontario's strategic directions for blood utilization and safety. This includes coordinating and funding programs and projects to ensure appropriate utilization of blood and fractionated products in Ontario and working with the Public Health Agency of Canada to implement the Transfusion Transmitted Injuries Surveillance System in the province.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
Toll Free 1-800-461-6431
Fax (416)327-7911
8:30 - 5:00

Emergency Health Services Branch is the strategic manager of the land and air **ambulance** system. It is responsible for ensuring the existence throughout Ontario of a balanced, seamless and integrated system of ambulance services and communications services used in dispatching

ambulances. The branch establishes standards for the provision of ambulance services. It also investigates complaints respecting ambulance services.

Services offered to the Public:
Ambulance Services

EMERGENCY HEALTH SERVICES PROVINCIAL FIELD OFFICES

The telephone numbers below should not be used to request an ambulance. Emergency ambulance services should be requested via the emergency phone number listed in local telephone directories. All are wheelchair accessible.

GTA EMERGENCY HEALTH SERVICES FIELD OFFICE
6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7832
Fax (416)327-7802
8:30 - 5:00

NORTH EAST EMERGENCY HEALTH SERVICES FIELD OFFICE
Suite 101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4336
Toll Free 1-800-277-9937
Fax (705)564-4484
8:30 - 5:00

NORTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE
Suite 102, 421 South James St
Thunder Bay P7E 2V6
General Inquiry (807)475-1290
Fax (807)475-1228
8:30 - 5:00

SOUTH EAST EMERGENCY HEALTH SERVICES FIELD OFFICE
79 Spring St
PO Box 790
Almonte K0A 1A0
General Inquiry (613)256-3070
Fax (613)256-4318
8:00 - 4:30

SOUTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE
5th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7474
Toll Free 1-800-463-7982
Fax (905)521-7469
8:30 - 5:00

EXECUTIVE DIRECTOR, BUSINESS SERVICES

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4531
Fax (416)326-7588
8:00 - 5:00

The Executive Director's office is responsible for leading the common business service functions of the two divisions. Activities include: Business/Technology Transformation Leadership, French Language Services, Finance and Information Management, Issues Management, Planning and HR Management.

FINANCE AND INFORMATION MANAGEMENT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)326-9734

The role of the Finance and Information Management Branch with respect to transfer payment agencies (hospitals, long-term care homes, mental health agencies, etc.) includes the following: providing strategic financial advice and leadership to the divisions through financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology and ensuring that a comprehensive information management strategy is developed for the divisions and its transfer payment partners.

DIVISIONAL DECISION SUPPORT UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697

The role of the Divisional Decision Support Unit is to provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic and branch planning support (e.g. coordinate divisional results based planning, health demographic/spatial utilization analysis); deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481

The role of Divisional Finance is to provide financial support to the Acute Services and Community Health Divisions as it relates to estimates, financial planning, analysis, forecasts and allotment control for hospitals, long-term care homes, communication access centres, community support services, community health services, emergency health services, mental health and pay equity. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to the Acute Services and Community Health Divisions are managed effectively and efficiently.

COMMUNITY HEALTH SERVICES

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481

The role of Divisional Finance - Community Health Services is to provide financial support to the Community Health Division as it relates to estimates, financial planning, analysis, forecast and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Community Health Divisions are managed efficiently and efficiently relating to the operation of community based Community Health Centres, Midwifery, Diabetes and HIV/AIDS programs.

CONTROLLERSHIP UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8660
Fax (416)327-7281

The role of the Controllership Unit is to manage the central financial services for the Acute Services and Community Health Divisions' program area (hospitals, long-term care homes, community care access centres, mental health, community health, and emergency services), including financial forecasting, expenditure reporting, monitoring and control, to ensure the divisions maximize the utilization of scarce financial resources. The functions include: to provide interpretation and advice on the policies and procedures related to accounting, financial management/planning, budgeting and control, as well as, providing advice to support policy development within divisions.

DIVISIONAL FINANCE - HCCS/CSS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481

The role of Divisional Finance - Home care and Community Support/Community Support Services is to provide financial support to the Community Health Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to the Community Health Division are managed effectively and efficiently relating to the operation of community care access centres, supportive housing programs, and community agencies, including those for acquired brain injury.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481

The role of the Divisional Finance - Hospitals is to provide financial support to the Acute Services Division, with respect to public, private and federal hospitals, rehabilitation and other facilities, as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Acute Services Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE HOMES

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481

The role of Divisional Finance - Long-Term Care Homes is to provide financial support to the Community Health Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Community Health Division are managed effectively and efficiently relating to the operation of long-term care homes.

DIVISIONAL FINANCE - MENTAL HEALTH AND ADDICTION

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281

The role of Divisional Finance - Mental Health and Addiction is to provide financial support to the Acute Services and Community Health Divisions as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Acute Services and Community Health Divisions are managed effectively and efficiently relating to the operation of community based mental health agencies, supportive housing providers, addiction services, problem gambling, provincial psychiatric hospitals and specialty hospitals.

PAY EQUITY UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-0823
Fax (416)327-7281

The role of Pay Equity Unit, Divisional Finance is to coordinate the implementation of the Memorandum of Settlement that was signed by the Ontario Provincial Government, five unions and four individuals in April of 2003. The main functions include collecting information from the proxy pay equity eligible transfer payment organizations, determining entitlements, distributing funds and providing advice to key stakeholders. The unit is also responsible for establishing and proper accountability mechanisms for the proxy pay equity funds.

FUNDING METHODOLOGY UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)212-7694

The Funding Methodology Unit's primary role is to make recommendations to Ministry senior management on the allocation of funding based on the principles of equity and efficiency. This includes applying and enhancing the Integrated Population Based Allocation methodology for hospital funding and the Equity Funding Formula for Community Care Access Centres. The Funding Methodology Unit also reviews external recommendations for funding methods and develops methodologies to integrate equity funding across all health sectors.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951

The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951

The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951

The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports, business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951

The role of Information Planning and Implementation Unit is responsible for setting the foundation for health care providers' financial and clinical information reporting and provides education/ consultative expertise to a variety of internal and external stakeholders on information reporting standards, data quality, case costing and future directions.

FRENCH LANGUAGE HEALTH SERVICES

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html
8:30 - 5:00

The French Language Health Services office supports and facilitates the delivery of French language health services and compliance with the French Language Services Act in the Ministry of Health and Long-Term Care and in Ontario's health care system.

HOSPITALS BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9564
Fax (416)212-2869
8:00 - 5:00

Hospitals Branch provides a funding and coordinating role on hospital matters that are provincial in scope and that advance hospital transformation. The branch also develops and oversees the implementation of operational policies concerning hospitals. It oversees the planning of services, allocation and monitoring of funding (transfer payments) to hospitals for ministry designated

provincial services and to related facilities and/or agencies. It also manages approved provincial strategies, the field evaluation of new and emerging technologies and the transformation of hospitals. The branch is the lead for the Hospital Multi-Year Funding Project. As part of this project, the branch coordinates and supports the execution of accountability agreements with hospitals. The designated provincial services include; selected cardiovascular and cancer services, chronic kidney disease, and organ and tissue donation and transplantation.

REGIONAL OFFICES

These areas share joint responsibility with the Community Health Division.

CENTRAL EAST (NEWMARKET) REGION
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4701
Fax (905)954-4702 ♿

HOSPITAL SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 ♿

LONG-TERM CARE SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 ♿

MENTAL HEALTH SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 ♿

MENTAL HEALTH CENTRE PENETANGUISHENE
500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3181
Fax (705)549-3446 ♿

WHITBY MENTAL HEALTH CENTRE
700 Gordon St
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032 ♿

PETERBOROUGH SATELLITE OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (705)755-4514 ♿

CENTRAL SOUTH (HAMILTON) REGION
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Toll Free 1-800-461-7137
Fax (905)546-8255
8:30 - 5:00 ♿

HOSPITALS, LTC HOMES
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Toll Free 1-800-461-7137
Fax (905)546-8255
8:30 - 5:00 ♿

MENTAL HEALTH AND ADDICTIONS, CSS, CCAC
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Toll Free 1-800-461-7137
Fax (905)546-8255
8:30 - 5:00 ♿

CENTRAL WEST (MISSISSAUGA) REGION
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740 ♿

CCAC/CSS/MENTAL HEALTH AND ADDICTIONS
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

HOSPITALS/LTC HOMES
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

EAST REGION/MAIN OFFICE
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00

KINGSTON TEAM
1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00

OTTAWA CARLETON TEAM
Suite 310, 47 Clarence Ave
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:30 - 5:00

RURAL AND EASTERN TEAM
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00

NORTH REGION
4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133
8:30 - 5:00

NORTH WEST - THUNDER BAY
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7631
Toll Free 1-800-663-6965
Fax (807)343-7567
8:30 - 5:00

SOUTHWEST REGION
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

HOSPITALS
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

SOUTHWEST REGION, WINDSOR SATELLITE OFFICE
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-663-3775
Fax (519)973-1360
8:30 - 5:00

TORONTO REGION
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-7763
8:30 - 5:00

ADDICTION AND MENTAL HEALTH
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00

HOSPITAL SERVICES
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-7763

LONG-TERM CARE SERVICES
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00

ISSUES MANAGEMENT AND INFORMATION SERVICES UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)326-1218

The Issues Management and Information Services Unit creates, maintains and distributes information to ministry personnel and the public as it pertains to the programs, manuals, forms or Freedom of Information requests of the Acute Services and Community Health Divisions. The unit also handles issue notes, invitations and correspondence for the divisions.

RESOURCE MANAGEMENT SERVICES UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-1212
Fax (416)327-7481
8:30 - 5:00

The Resource Management Services Unit (RMSU) is responsible for providing operational support functions for the corporate branches of the Acute Services and Community Health Divisions. The unit provides expertise in human resources, DOE and select ODOE, procurement and accommodations.

COMMUNITY HEALTH DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)327-8835

The Community Health Division is responsible for activities relating to Community Health, Home Care and Community Support, Long-Term Care Facilities, Mental Health and Addictions and the Psychiatric Patient Advocacy Office. It also shares responsibility with the Acute Services Division for the following areas/branches: Regional Offices, Executive Director, Business Services, Finance and Information Management, French Language Services, and the Strategic Support Branch. For a detailed listing of these areas where responsibility is shared between these two divisions, please see Acute Services Division.

COMMUNITY HEALTH

Suite 2100, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7535
Fax (416)327-7550
8:30 - 5:00

Community Health Programs has responsibility for a number of community-based health programs. It comprises the following program areas: the AIDS Bureau, Hepatitis C Secretariat, Community Health Centre Program, Diabetes Program, Midwifery Program and the coordination of ministry-wide programs including Asthma and Osteoporosis. Overall Community Health Programs' mandate supports communities to develop partnerships to increase cooperation and integration, foster innovation, improve access and quality and enhance community and client involvement. Community Health Programs may act as catalyst or broker with other programs beyond its direct mandate.

Services offered to the Public:
Community Health Centre Program

AIDS BUREAU

Suite 2100, 393 University Ave
Toronto M5G 1E6
(416)327-8797 (Administration)
(416)392-2437 (AIDS Hotline - Toronto)
Toll Free 1-800-268-6066 (Administration)
TTY Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388 (Administration)
8:30 - 5:00

The **AIDS** Bureau provides **funding** to community-based groups; monitors the anonymous HIV **testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS (OACHA); provides funding to the Ontario HIV Treatment Network (OHTN); and liaises with other branches within the Ministry of Health and Long-Term Care on HIV/AIDS issues.

CHRONIC DISEASE MANAGEMENT PROGRAM

Suite 2100, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00

Chronic disease management (CDM) is an approach to health care that focuses on self-care management and assists individuals to keep as healthy as possible through education, early detection and management of chronic conditions such as asthma, **diabetes** and osteoporosis. The CDM Program coordinates health services for people living with long-term and potentially life-threatening chronic diseases and assists them with developing self-management strategies.

Services offered to the Public:
Community Health Centre Program

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

Suite 2100, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00

The **Community Health** Centre Program funds 55 CHCs offering services in 28 Ontario communities. CHCs are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a high burden of ill health or a higher risk of developing health problems. A community health centre's multidisciplinary team may include physicians, nurse practitioners, nurses, health promoters, counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each community health centre is governed by a community-elected board of directors.

ONTARIO HEPATITIS C ASSISTANCE PLAN (OHCAP)

PO Box 40009 Stn BRM B
Toronto M7Y 5J9
TTY (416)327-4282
Toll Free 1-877-222-4977
TTY Toll Free 1-800-387-5559
Fax (416)326-6413

The Ontario **Hepatitis C** Assistance Plan (OHCAP) was designed to provide compassionate financial assistance to individuals infected with hepatitis C through the Ontario blood supply before 1986 and between July 2, 1990 and September 28, 1998. This program was announced in November 1998.

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7061
Fax (416)327-7550
8:30 - 5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community health centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

HOME CARE AND COMMUNITY SUPPORT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-3375
Fax (416)314-6207
Fax (416)326-9013 (56 Wellesley, 9th Flr)
8:30 - 5:00

The Home Care and Community Support Branch develops operational policy for home care and community support services. The Branch funds 42 CCACs, the first point of access to health and support services provided in people's homes, schools and in the community. Services include

assessment and eligibility determination for home care services and arranging for nursing, homemaking/personal support and therapies services, providing information and referral for community services and managing admissions to long-term care homes. Funding is provided to 717 Community Support Service Agencies that enable seniors, frail elderly and persons with physical disabilities and chronic diseases to live independently in the community. Services include personal care, homemaking, meal programs, community transportation, as well as Acquired Brain Injury and Supportive Housing services. An additional 220 Elderly Persons Centres offer socialization, fitness and wellness programs to seniors.

Services offered to the Public:
Long-Term Care Operational

LONG-TERM CARE HOMES BRANCH

9th Flr, 56 Wellesley St W
Toronto M7A 2J9
General Inquiry (416)326-9753
Fax (416)212-7144

Long-Term Care Homes Branch provide care for approximately 72,000 residents. The Long-Term Care Homes Branch funds, monitors and develops policies, program standards and guidelines for approximately 600 long-term care homes regulated by the province (**nursing home**s, municipal homes for the aged, and charitable homes for the aged). The branch also takes corrective action where necessary to ensure compliance with legislation, regulations, ministry standards and policies. The branch's Facility Support Unit processes nursing home **licence**s and pre-sale applications and issues licences for nursing homes which meet the requirements of the Nursing Home Act. The unit also conducts the annual Levels of Care Classification of long-term care residents in all long-term care homes in the province.

COMPLIANCE INSPECTION AND ENFORCEMENT UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-1231
Fax (416)325-3821
8:30 - 5:00

The Compliance **Inspection** and Enforcement Unit is corporately located and is responsible for supporting the delivery of enforcement inspection services as related to the provincial **Long-Term Care** Homes sector. The unit's enforcement section is comprised of interdisciplinary inspectors who are responsible for monitoring and inspecting LTC homes who are chronic violators and who are in serious violation of the LTC legislation, regulations, and ministry standards and policy directives. The unit's compliance policy and consultation section is responsible for the development and implementation of policy to support overall compliance inspection and enforcement programs within the long-term care homes sector. The section also supports regional inspection activities through the provision of consultation services in specialty disciplines and includes consultants in nursing, nutrition, medicine, environmental health and pharmacy.

LONG-TERM CARE PLANNING AND RENEWAL BRANCH

7th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)326-6882
Toll Free 1-877-767-8889
Fax (416)326-5533
8:30 - 5:00

The **Long-Term Care** (LTC) Planning and Renewal Branch is responsible for program development for issues related to the balancing of supply and demand for long-term care beds in the Province. This includes pre-sale applications, managing the development of new LTC homes, and the redevelopment, upgrading and maintenance of existing homes. In addition the branch will monitor and report on utilization issues in the sector and develop programs and policies to better match local demand for LTC beds with the existing supply.

MENTAL HEALTH AND ADDICTION BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-7148
Fax (416)326-0018 (Director & Administrative Assistant)
Fax (416)327-0854 (Financial/Business Analyst)
8:30 - 5:00

The Mental Health and Addiction branch provides corporate management of the mental health and addiction and supportive housing programs. This branch acts as a corporate contact for provincial service providers, consumers, family organizations, etc.; supports regional offices on mental health, addiction and housing issues and ensures that regional concerns/pressures are reflected in provincial initiatives; facilitates service consistency and coordination between regions, and with other divisions and ministries.

ADDICTION PROGRAM

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00

Addiction Program has a mandate to reduce the harm of **substance abuse**, problem gambling and other addictive behaviours. The program acts as a corporate addictions contact for provincial service providers, consumers, family organizations, etc.; supports regional offices on addiction issues and ensures that regional concerns/pressures are reflected in provincial initiatives; and facilitates service consistency and coordination between regions.

MENTAL HEALTH PROGRAM

Macdonald Block
2nd Flr Rm M2-61, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5920
Fax (416)326-0018 (5th Flr - Hepburn Block)
Fax (416)327-0928 (2nd Flr - Macdonald Block)
8:30 - 5:00

The Mental Health Program acts as a corporate mental health contact for provincially mandated service providers, consumers, family organizations, etc.; supports regional offices on mental health

issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.

SUPPORTIVE HOUSING PROGRAM

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7039
Fax (416)327-7281
8:30 - 5:00

The Supportive **Housing** Program provides program support, project management, issue management and inter-ministerial and inter-divisional liaison related to supportive housing. The program has the key project lead role in supportive housing initiatives including the provincial and federal housing portfolio administration, and the MOHLTC Homelessness initiative. The program has the lead support role for the Assertive Community Treatment Teams across the province in supporting their consistent implementation according to standards, monitoring and evaluation.

PSYCHIATRIC PATIENT ADVOCATE OFFICE (PPAO)

8th Flr Suite 802, 55 St Clair Ave W
PO Box 28
Toronto M4V 2Y7
General Inquiry (416)327-7000
Toll Free 1-800-578-2343
Fax (416)327-7008
www.ppao.gov.on.ca
8:30 - 5:00

The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in current and former provincial psychiatric **hospitals**. The PPAO also provides rights advice services in Schedule 1 Facilities and in the community to persons who are subject to community treatment orders and their substitute decision makers, if any. Public education regarding patients' rights in Ontario is available as part of the office mandate.

BROCKVILLE
1804 Hwy 2 E
PO Box 1050
Brockville K6V 5W7
General Inquiry (613)345-1461x2530
Fax (613)345-4352
8:30 - 4:30

HAMILTON
Rm F136A, 100 West 5th St
PO Box 585
Hamilton L8N 3K7
General Inquiry (905)388-2454
Fax (905)381-5622
8:30 - 4:30

KINGSTON
Rm 1005E, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107
8:30 - 4:30

LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-5676
Fax (519)679-7022
8:30 - 4:30

NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1377
Fax (705)495-7889
8:30 - 4:30

PENETANGUISHENE
Rm 318, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172
8:30 - 4:30

ST THOMAS
Rm J178, 467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216
8:30 - 4:30

THUNDER BAY
Rm Ba207b, 580 Algoma St N
Ward 2 S
Thunder Bay P7B 5G4
General Inquiry (807)343-4309
Fax (807)343-4374

TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-3428
8:30 - 4:30

WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044
8:30 - 4:30

CORPORATE SERVICES AND ORGANIZATIONAL DEVELOPMENT DIVISION

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5318
Fax (416)327-4409

Corporate Services and Organizational Development Division leads the development and implementation of ministry management, accountability, controllership frameworks to ensure cost-effective use of ministry resources to achieve business results. The division provides strategic and operational services to ministry clients, essential to the effective delivery of ministry programs, e.g., business, fiscal and capital planning, alternate financing strategies and health reform implementation; audit; supply and financial services; government pharmacy; accommodation; human resources and organizational development; business improvement; freedom of information and protection of privacy; submission coordination and Cabinet Office liaison; and public appointments. It also provides administrative support to the Ontario Review Board, Consent and Capacity Board, Health Services Appeal and Review Board, Health Professions Appeal and Review Board, and oversight of the Smart Systems for Health Agency.

ALTERNATIVE FINANCING AND PROCUREMENT BRANCH

9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-1822
Fax (416)327-4409

The Alternative Financing and Procurement Branch works with ministry stakeholders and other government agencies and ministries to develop and implement strategies, policies and tools to inform and assist hospital redevelopment projects. The branch develops framework for alternative capital financing for health infrastructure procurement; provides advice on innovative solutions for the development and operation of hospital facilities; supports competitive process to find private sector partners for design, development, equipment, procurement, construction, non-clinical operations, and property management, and assists in the planning, implementation and evaluation of alternative capital financing projects.

CAPITAL PLANNING AND STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-7065
Fax (416)327-3489

The Capital Planning and Strategies Branch is responsible for the coordination of the ministry's capital plan, and regular reporting of the ministry's capital financial status to the central agencies. This branch also manages the capital planning process, capital policy development, health capital strategies, and alternative financing strategies for the Ministry of Health and Long-Term Care. In addition, it provides technical advice and capital funding to health care facilities, and holds controllership functions for appropriation control, financial monitoring and multi-year forecasting on the Health Capital Program.

CORPORATE MANAGEMENT BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5764
Fax (416)327-2714

The Corporate Management Branch (CMB) is responsible for providing divisional and corporate coordination, liaison with the adjudicative Boards, management of administrative functions of the adjudicative Boards, coordination of access to information requests, health protection and privacy legislation, consulting and project management services to support effective organizational performance, for the achievement of CSOD and ministry goals. The branch consists of the following units: Corporate Coordination Office, Business Improvement Office, the Divisional Coordination Unit, the Agency Liaison Unit, Access and Privacy Office, the Consent and Capacity Board, the Ontario Review Board and the Health Boards Secretariat.

ACCESS AND PRIVACY OFFICE

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044
8:30 - 5:00

The Access and Privacy Office (APO) coordinates the administration and implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Protection Act (PHIPA) within the Ministry of Health and Long Term-Care and many of its affiliated agencies. The office develops policies and procedures for implementing both Acts, collects fees in accordance with the legislation, and provides advice and training to staff on the requirements of the Acts, privacy protection and Privacy Impact Assessments. The office also liaises with the Office of the Information and Privacy Commissioner/Ontario regarding appeals, inquiries and investigations and coordinates the responses to those matters with Legal Services Branch and program areas. The Access and Privacy Office also works with ministry program areas to ensure that practices for the collection, use, retention, and disclosure of personal information comply with legislation.

AGENCY LIAISON UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6606
Fax (416)327-2714

The Agency Liaison Unit (ALU) manages the accountability relationship between the ministry and the adjudicative Boards (Consent and Capacity Board, Ontario Review Board, Health Services Appeal and Review Board and the Health Professions Appeal and Review Board, Ontario Hepatitis C Assistance Plan Review Committee). The unit is also involved with strategic and business planning as well as monitoring the agencies for compliance with their approved mandate, scope, budgets, and performance measures.

BUSINESS IMPROVEMENT OFFICE

2nd Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-6424
Fax (416)327-4434

The Business Improvement Office (BIO) provides in-house management consulting services to clients within the ministry to enhance organizational effectiveness and performance and support change initiatives including Internal Transformation. These services include business improvement assessments, process mapping and redesign, planning and facilitating workshops, project design, advice and support, and developing service improvement strategies. The office also provides leadership and management of corporate projects, e.g., Ministry Quality Service, Common Service Standards monitoring and reporting, customer survey plans, and OPS Ideas.

CORPORATE COORDINATION OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9952
Fax (416)327-2714

The Corporate Coordination Office (CCO) manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion. The office is responsible for the scheduling and sign off of Cabinet committee items. CCO's function is to ensure the delivery of a well-integrated, value-added coordination service, including the development of outlook reports to plan, track and manage the agenda and activities of the ministry. The office is responsible for coordinating visits from international delegations, and coordinating ministry responses to the Chief Coroner, the Ombudsman and the Environmental Commissioner.

DIVISIONAL COORDINATION UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-8818
Fax (416)327-2714

The Divisional Coordination Unit (DCU) provides internal services and support to the Corporate Services and Organizational Development Division (CSOD) such as coordinating divisional business, operational, and financial planning, tracking and reporting; supporting service improvement and communications strategies and special projects for the division.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8676
Fax (416)314-5919

The Fiscal Strategies Branch is responsible for the coordination of the ministry's Results based Plan (RbP), estimates and budgeting process, the coordination of submissions to Management Board of Cabinet and regular reporting of the ministry's financial and performance status to the central agencies. This branch also provides financial, performance and risk management, cost analysis as well as appropriation control, financial monitoring and multi-year forecasting. The Fiscal Strategies Branch advises ministry program managers and ministry senior management on financial business and performance monitoring.

BUSINESS PLANNING AND FORECASTING UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-0979
Fax (416)314-5919

The Business Planning and Forecasting Unit leads and supports ministry program areas on the annual results-based planning process as well as the analysis of risks and mitigation strategies. The unit assists in the development and reporting of effective performance measures, multi-year spending scenarios, and the management and technical support for program evaluations.

CONTROLLERSHIP UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8691
Fax (416)314-5919

The Controllership Unit is responsible for the coordination of the financial component of the annual results-based planning process, liaison with Central Agencies including development and coordination of quarterly and other corporate reports; and the coordination and analysis of MB20s and other special corporate exercises.

FINANCIAL REPORTING AND BUDGETING UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8661
Fax (416)314-5919

The Financial Reporting and Budgeting Unit is responsible for the development and coordination of the ministry's estimates and year-end submissions; program allocations and appropriation control, expenditure management and control exercises including tracking of spending and identification of pressures; and provides all budgetary, historical and multi-year financial information.

HEALTH REFORM IMPLEMENTATION TEAM

Ground Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1049
Fax (416)326-1211
8:30 - 5:00

The Health Reform Implementation Team (HRIT) is responsible for the province-wide coordination and facilitation to implement directives and advice for hospital restructuring and related impacts on the health system. The HRIT is also responsible for leading the adjustments of funding to support hospital program and service changes resulting from restructuring and for managing the government approval processes for restructuring capital projects for hospitals. As well, HRIT leads the implementation of the divestment of provincial psychiatric hospitals.

HUMAN RESOURCES BRANCH

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7579
Fax (416)327-4482

The Human Resources Branch (HR) supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements. HR supports the ministry in achieving its goals through the development of human services systems, processes and communication that support line managers and employees. Human Resources consultants, specialists and assistants provide services to clients and employees. These services include the provision of information, advice, support and direction on matters related to employee relations, health and safety, staffing/recruitment, compensation and job evaluation, workforce and organizational development.

IFIS PROJECT

Suite 403, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)212-6620
Fax (416)327-9438

The Integrated Financial Information System (IFIS) is a project within the Corporate Services and Organizational Development (CSOD) Division. The Project is responsible for implementing new modules for the on-line OPS-wide IFIS within the ministry. The project team's responsibilities include business process development, systems integration, change management, ministry-specific training and communication. IFIS supports the Ontario Public Service in its migration of appropriation controls and financial systems from a modified-cash to a modified accrual basis of accounting.

PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8502
Fax (416)327-8496

The Public Appointments Unit (PAU) is responsible for processing, monitoring and administering the ministry's public appointments. The unit monitors terms and expirations; ensures appointments are in compliance with existing legislation; and prepares Orders-in-Council and Ministerial Appointment Letters. The PAU serves as the focal point for inquiries from the ministry's agencies,

boards and commissions, program areas and the public regarding the ministry's appointments process. It also retains resumes and applications from individuals interested in seeking a public appointment. In addition, the unit provides advice to ministry program areas regarding protocols for establishing agencies and facilitating appointments.

SUPPLY AND FINANCIAL SERVICES BRANCH

99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312 (Main)
Fax (416)327-7979 (Director's Office)
8:30 - 5:00

Supply and Financial Services Branch manages the ministry's program payment process, performs financial services and controllership function to ensure the judicious expenditure of public funds, and coordinates the submission of Public Accounts. It also provides a range of planning, advisory and support services to ministry programs including: facilities management; strategic commodity and contracted resource planning; vendor management; service contract management; warehousing and distribution services; records management, and delivery of mail and copy services outside Queen's Park. This branch also provides a service management and liaison function relating to financial and administrative services delivered by Ontario Shared Services.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00

Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include issuing photo ID cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels and reports of a wide variety of common mailing lists; PACE and KWIC index coordination for the Ministry.

PROGRAM SUPPORT SERVICES

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6514
8:00 - 5:00

Program Support Services provides support for the programs and program payments in Kingston through management of a number of key functions, including: transmission of transfer payments, cheque production and data entry adjustments for MOHLTC program payments; resource management of the Control and Word Processing Units of the section in support of the Subrogation Unit and general administration, human resources, security, invoice processing, records management and technical support functions to the branch and staff in Kingston.

RECORDS MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

Records Management provides a variety of services consistent with established government acts, directives, policies and guidelines to clients within the Ministry, enabling them to efficiently manage their recorded information holdings to support business program delivery. The Records Analyst enforces policies and procedures that are consistent with the Archives Act, the Management of Recorded information Directive, and the Freedom of Information and Protection of Privacy Act. The Analyst consults with program areas and develops records schedules, file classification systems and file plans. The unit provides guidance and direction on the disposal of records either through the transfer to offsite storage, or to the Archives of Ontario, or their destruction if appropriate. Consultation services are provided on records management related issues such as program transfers, relocations, closures, and contracting with Information Management Solutions (Ontario Shared Services) for services.

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (613)548-6514 (Kingston)
Fax (416)327-7312 (Concord)
8:30 - 5:00

Facilities Management Services (FMS) provides assistance to the Ministry of Health and Long-Term Care (MOHLTC) branches / programs and their related agencies in meeting their accommodation and movable asset management needs. FMS provides the following services: project management which includes alteration, capital and repair work; space management of leased space which includes needs analysis, site selection, design coordination, review of operations and maintenance requirements and coordination of leasing; coordination and development of security access standards and protocols and emergency measures planning for all MOHLTC-occupied facilities.

REGIONAL ADMINISTRATION AND SUPPORT SERVICES

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
(613)548-7878x2046 (Inserting Room)
TTY (613)548-6371
Fax (613)548-6634
8:00 - 4:30

Regional Administration and Support Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming.

CORPORATE FINANCIAL SERVICES

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-8884
8:30 - 5:00

The Corporate Financial Services of the Supply and Financial Services Branch is headed by the Office of the Chief Accountant. The Corporate Chief Accountant works in conjunction with Fiscal Strategies Branch to ensure the tenets of modern controllership practices and accountability frameworks are adopted and maintained throughout the ministry. The Chief Accountant is also responsible for ensuring best practices are adopted in developing/applying financial policies and that quality assurance standards are in place for financial processes within the ministry.

PROGRAM PAYMENTS SERVICES

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)547-1963
8:30 - 5:00

Program Payments Unit of Corporate Financial Services is responsible for the processing of payments under the Health Insurance Act, and for the Assistive Devices, Northern Health Travel Grant and Ontario Drug Programs; maintaining accounting records and expenditure analysis for these programs, and also recovering funds on behalf of the ministry for third party attachments (CCRA, Family Support, Garnishments, etc) against service providers who are payment recipients under these programs.

SUBROGATION

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6763
8:30 - 5:00

The Subrogation unit recovers on behalf of the ministry, the cost of health care services rendered to a person who has suffered an injury as a result of another's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and past services or benefits provided under the Long Term Care Act. Subrogation is responsible for monitoring compliance of payment responsibility in motor vehicle accidents.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0837

Ontario Government Pharmaceutical and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related vaccines, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing

and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Long-Term Care and Ministry of Community and Social Services Forms and Publications.

CUSTOMER SERVICE
1st Flr, 99 Adesso Dr
Concord L4K 3C7
(416)327-8222 (Forms)
(416)327-0837 (Ontario Government Pharmaceutical and Medical Supply Service)
Fax (416)327-0818 (Ontario Government Pharmaceutical and Medical Supply Service)
Fax (416)327-0329 (Forms)

WAREHOUSE DISTRIBUTION AND OPERATIONS
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0835

STRATEGIC SERVICES AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-0762

Strategic Services and Contract Management unit's service delivery objectives are: to advise program areas on unique and complex strategic business decisions general and consulting (fee for service, alternate service delivery, contract management) services and on ministry specific products (vaccines); to manage post contract award service contracts; to achieve, at the least cost, value for money expended; to provide access for the private business sector at large to compete in an uncomplicated, fair and consistent manner; to achieve the effective delivery of strategic services and contract management within the intent of government and ministry policies in support of program area objective by consultation and coordination between functionally oriented departments, clients, field operations and strategic business services providers.

E-HEALTH OFFICE

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:30

The e-Health Office helps to ensure that information and information technology are used to improve and modernize Ontario's health care system, and to improve the quality of - and access to - health care services. The e-Health Office develops policies, helps establish provincial health information technology standards, develops the business architecture for the broader health system, and ensures that e-Health initiatives are aligned with the provincial e-Health Strategy. The Office provides support and advice to the Ontario e-Health Council in the development of Ontario's e-Health Strategy. It also acts as the provincial government's interface with Canada Health Infoway and oversees the Smart Systems for Health Agency. The e-Health Office is also available to assist broader health sector organizations that are leading local and regional e-Health projects.

HEALTH HUMAN RESOURCES STRATEGY DIVISION

8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-3751
8:30 - 5:00

The Health Human Resources Strategy Division develops strategies to address the issues of supply, mix, demand and distribution of health professionals including an implementation plan to improve the province's supply of professional medical resources and labour market policies to support an integrated system.

HEALTH HUMAN RESOURCES POLICY BRANCH

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7483
Fax (416)327-9429
8:30 - 5:00

The Health Human Resources Policy Branch analyses, develops and implements strategies to promote a sufficient provincial supply, mix, distribution and retention of key health professionals including physicians and allied health professionals.

ALLIED HEALTH HUMAN RESOURCES POLICY AND PLANNING UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8528
Fax (416)327-0167
8:30 - 5:00

The Allied Health Human Resources Policy and Planning Unit supports policy, planning and program development related to allied health human resources.

HEALTH HUMAN RESOURCES FORECASTING AND MODELING UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8528
Fax (416)327-0167
8:30 - 5:00

The Health Human Resources Forecasting and Modeling Unit develops, maintains and oversees databases and forecasting models to support health human resources planning and policy development.

PHYSICIAN PLANNING UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8528
Fax (416)327-0167
8:30 - 5:00

The Physician Planning Unit supports policy, planning, program development and implementation related to physician human resources.

HEALTH PROFESSIONS REGULATORY POLICY AND PROGRAMS BRANCH

8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

Health Professions Regulatory Policy and Programs Branch influences the regulation of health professionals and develops programs and legislation in support of health human resources development and management.

HEALTH HUMAN RESOURCES PROGRAM POLICY UNIT

8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-2339
8:30 - 5:00

Health Human Resources Program Policy Unit identifies and develops policies and legislation for programs that address emerging issues and trends for health human resources including enhancing practice scopes and effecting new innovative roles.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)326-1550
Fax (416)326-1549
8:30 - 5:00

Health Professions Regulatory Advisory Council, created under the Regulated Health Professions Act, provides advice to the Minister of Health and Long-Term Care on various aspects of the regulation of health professionals including regulation of new professions.

REGULATORY PROGRAMS UNIT

8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8897
8:30 - 5:00

Regulatory Programs Unit develops policy guidelines for regulated health professions and administers the Regulated Health Professions Act (RHPA). It also ensures that the legislation and regulations for the health professions is aligned with broader government and ministry policy objectives.

NURSING SECRETARIAT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00

The mandate of the **Nursing** Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry

divisions, branches and programs, other ministries and governments and nursing stakeholders to address nursing issues; support the implementation and long-term strategies to strengthen the nursing profession in Ontario.

HEALTH RESULTS TEAM

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6485
Toll Free 1-888-680-9147
Fax (416)212-1859
8:30 - 5:00

The Health Results Team supports the government's healthcare transformation agenda. The team is responsible for achieving improved, targeted results in specific patient care areas: wait times for hip and knee replacement, cataract surgery, MRIs, and cardiac revascularization; information management; access to comprehensive primary care; and health system integration.

PRIMARY HEALTH CARE TEAM - KINGSTON

3rd Flr, 80 Queen St
Kingston K7K 6W7
General Inquiry (613)536-3200
Fax (613)650-5440

The Primary Health Care Team (PHCT) is responsible for the ministry's primary care renewal strategies, including development and implementation of primary care physician and other practitioner payment service delivery models such as Family Health Teams (FHTs), which consist of teams of interdisciplinary health care professionals providing primary health care to their patients. The PHCT also administers other primary care delivery models such as Family Health Networks (FHNs), Health Service Organizations (HSOs), Primary Care Networks (PCNs), Family Health Groups (FHGs) and such complement based payment models as the Rural and Northern Physician Groups (RNPGs) agreements. In addition, the PHCT administers key primary care-related programs such as the Interdisciplinary Practitioner Program, the Telephone Health Advisory Service (THAS), Telehealth Ontario and the Primary Health Care Transition Fund (PHCTF).

EAST AND INTERDISCIPLINARY - KINGSTON

3rd Flr, 80 Queen St
Kingston K7K 6W7
General Inquiry (613)536-3200
Fax (613)650-5440

The Interdisciplinary Practitioner Program is responsible for the implementation and management of Ontario's initiatives related to expanding the involvement of Nurse Practitioners in primary care settings.

INFORMATION AND FINANCIAL MANAGEMENT

3rd Flr, 80 Queen St
Kingston K7K 6W7
General Inquiry (613)536-3200
Fax (613)536-3222

Information and Financial Management unit manages the delivery and evaluation of comprehensive information and financial management functions and services to support branch needs, through controllership, a quality management information system, and the business planning process.

NORTH TEAM AND FAMILY HEALTH TEAM LEAD
Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (416)325-3575
Fax (705)564-7493

PRIMARY HEALTH CARE TEAM - TORONTO

9th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3575
Fax (416)327-1968

The Primary **Health** Care Team (PHCT) is responsible for the ministry's primary care renewal strategies, including development and implementation of primary care physician and other practitioner payment service delivery models such as Family Health Teams (FHTs), which consist of teams of interdisciplinary health care professionals providing primary health care to their patients. The PHCT also administers other primary care delivery models such as Family Health Networks (FHNs), Health Service Organizations (HSOs), Primary Care Networks (PCNs), Family Health Groups (FHGs) and such complement based payment models as the Rural and Northern Physician Groups (RNPGs) agreements. In addition, the PHCT administers key primary care-related programs such as the Interdisciplinary Practitioner Program, the Telephone Health Advisory Service (THAS), Telehealth Ontario and the Primary Health Care Transition Fund (PHCTF).

CENTRAL WEST/NIAGARA AND FAMILY HEALTH GROUPS
9th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3575
Fax (416)212-1757

INTERDISCIPLINARY - TORONTO

9th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3575
Fax (416)326-4684

The Interdisciplinary Practitioner Program is responsible for the implementation and management of Ontario's initiatives related to expanding the involvement of Nurse Practitioners in primary care settings.

PHC POLICY DEVELOPMENT AND PROGRAM DESIGN

The Primary Health Care Transition Fund Unit (PHCTF) is responsible for managing primary care related initiatives arising from the PHCTF. Projects include demonstration, research, evaluation and leadership training initiatives that will guide the Ministry further in its primary care renewal strategies.

PHC POLICY DEVELOPMENT AND
PROGRAM DESIGN - 1075 BAY
9th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3575
Fax (416)326-4684

PHC POLICY DEVELOPMENT AND
PROGRAM DESIGN - 5700 YONGE
3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5931
Fax (416)327-9427
8:30 - 5:00

HEALTH SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Health Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Health and Long-Term Care, the Ministry of Health Promotion and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

HEALTH SERVICES DIVISION

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915
8:30 - 5:00

The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternative Payment Programs Branch, Provider Services Branch, and Registration and Claims Branch.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)212-6134
8:00 - 5:00

The Alternative Payment Programs Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers and Independent Health Facilities.

ACADEMIC HEALTH SCIENCE CENTRES PROJECT

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)212-1705
Fax (416)212-1729
www.health.gov.on.ca/english/providers/project/ahsc/ahsc_mn.html
8:30 - 5:00

The Academic **Health Science**s Centre (AHSC) Alternative Funding Plan (AFP) project was set up to negotiate, implement and monitor AFP agreements with AHSCs in Toronto, Hamilton, London and Ottawa. The Agreement between the Ontario Medical Association (OMA) and the MOHLTC recognizes the need to fund physicians in AHSCs in innovative ways to allow them to fulfill both their patient service and academic responsibilities. AFPs are aimed at: better coordination and integration of the interests of the medical staff, teaching hospital(s) and universities; more successful recruitment and retention of academic physicians; and enhancing predictability and accountability around physician funding and service volumes. Physicians in

AHSCs contribute to innovation in health care services through clinical services, education and research. Roughly 3,000 academic physicians are participating in these AFPs.

ALTERNATIVE PAYMENT PROGRAMS UNIT

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-7519
8:30 - 5:00 ♿

The Alternative Payment Programs (APP) Unit provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the **OHIP** Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include compensation within global budgets, sessional or hourly rates and per bed or per patient costs. Over 4000 or approximately 20 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734
8:00 - 5:00 ♿

Under the Independent **Health** Facilities Act (IHFA), approximately 1,000 specialized medical facilities are licensed and funded. Most of these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in hospitals.

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
(416)503-4586 (Senior's Co-payment)
French Phone 1-888-405-0405 (Senior's Co-payment Line)
Toll Free 1-866-811-9893
8:00 - 5:00 ♿

Drug Programs Branch develops and manages drug programs to ensure that optimal pharmaceutical services are provided for the protection and improvement of Ontarians' health, and manages a reimbursement system for prescription drugs. It maintains close partnerships with industry, pharmacy and medicine in order to better manage drug programs and is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program (TDP), the Special Drugs Program (SDP) and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, and those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act (ODBA) and the Drug Interchangeability and Dispensing Fee Act (DIDFA) provides the legislative framework under which the program is administered.

DRUG BENEFITS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00

The **Drug** Benefits Management Unit is responsible for the quality assessment of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through technical evaluation of submissions from **pharmaceutical** manufacturers; as well as the management of the Individual Clinical Review/Section 8 process. This unit also provides secretariat functions for the Minister's expert advisory committee, the Drug Quality and Therapeutics Committee (DQTC) to the Minister of Health and Long-Term Care. The DQTC is comprised of experts in medicine, pharmacy and other disciplines who make recommendations relating to pharmaceutical and pharmacological matters, evaluate requests for unlisted drug products under the Individual Clinical Review (Section 8) mechanism, evaluate scientific/educational material for health professionals, and facilitate communication between the ministry and professional organizations.

OPERATIONS

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
Toll Free 1-800-575-5386

The Operations Unit is responsible for management of the Trillium Drug Program and the Seniors' $2 Co-payment Program. The unit is also responsible, through the Benefit Systems Group, for identifying and analysing requirements to upgrade the Health Network System. It advises pharmacies linking to the Health Network System, and is also responsible for projects which achieve business process improvements for Drug Programs Branch.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386
8:00 - 5:00

The Trillium **Drug** Program (TDP) unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on household income. Each year starting August 1, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage; the deductible is paid in quarterly instalments. Once the deductible is paid in each quarter, eligible people receive drug coverage until the start of the next quarter. All eligible people must pay a $2 co-payment per **prescription** each time they purchase a covered drug product in Ontario.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00

The **Pharmaceutical** Services Coordination Unit provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations and other government agencies. The unit also coordinates the production/printing/distribution of the

Ontario **Drug** Benefit Formulary/Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The unit processes, monitors and audits **claims** from all ODB dispensing agencies and acts in an advisory capacity for matters related to ODB claims payment.

PROGRAM MANAGEMENT AND FINANCE

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00

The Program Management and Finance unit coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. In addition, the Trillium Drug Program is managed through this unit.

EXECUTIVE DIRECTOR'S OFFICE

Suite 270, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)327-5169
Fax (416)327-5186
8:30 - 5:00

The Office of the Executive Director, Physician Services, is responsible for providing clear, consistent and timely policy and planning directions related to physician services in Ontario. The Executive Director provides leadership in all physician-related areas, including: negotiations; provision of the Fee-for-Service Payment Program; remuneration of physicians within alternate payment programs; primary care initiatives; Academic Health Science Centres; Ontario's medical laboratory services system and operation of the province's public health laboratories.

FRAUD PROGRAMS BRANCH

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00

The Fraud Programs Branch provides proactive leadership to protect precious health care resources from fraud, misuse, abuse, and related criminal activity with a focus on accountability and ensuring a sustainable health care system. The Branch engages in partnerships both within and outside the ministry to increase fraud awareness and contribute to relevant policy and program development.

OPP HEALTH FRAUD INVESTIGATION TEAM

Ontario Provincial Police, Anti Rackets Section
4th Flr, 777 Memorial Ave
Orillia L3V 7N6
General Inquiry (705)329-6415
Fax (705)329-6456
8:15 - 4:30

The OPP Health **Fraud** Investigation Team operates pursuant to an agreement with MOHLTC to investigate fraud pertaining to Health Services utilization and payment.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617

The Laboratories Branch is responsible for the management of the Laboratories Services System by developing and implementing a laboratory system that is accountable and responsive to the needs of Ontario and is of the highest quality. This includes responsibility for **licensing** and inspection services of all clinical laboratories as well as oversight of the Quality Management Program - Laboratory Services (QMP-LS), operated by the Ontario Medical Association. In addition, the branch is responsible for the administration of the **OHIP** transfer payment for private (community) laboratories including accountability measures. The branch is also responsible for operational policy for all laboratory issues including a comprehensive laboratory reform strategy currently being implemented across the province.

ONTARIO LABORATORIES INFORMATION SYSTEM PROJECT (OLIS)

11th Flr, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)314-2364
Fax (416)314-2848
8:30 - 5:00

The OLIS Project is operating under the direction and in conjunction with the Laboratories Branch and the Ontario e-Health Office providing the project management oversight and performance management for the development, implementation and deployment of an integrated and interactive laboratory information system for Ontario

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282

Laboratories in Ontario are regulated under the **Laboratory** and Specimen Collection Centre **Licensing** Act and Regulations 682 and 683. Under this act, laboratories that perform testing for diagnosis, prophylaxis and treatment must be licensed, and are inspected regularly.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
11th Flr Rm 1131, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8312
Fax (416)327-4404

The role of the Operational Support Branch is to manage the Assistive Devices Program and Home Oxygen Program and lead, coordinate and support strategic planning, financial management, operational policy coordination and issues management across the division. This includes: strategic planning for the division and coordination with ministry strategic planning exercises; coordination of cross-divisional briefing notes, division business, fiscal and operational plans, and divisional input for policy formulation.

ASSISTIVE DEVICES PROGRAM

North American Ctr
7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192
www.health.gov.on.ca

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) help pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchair**s, and hearing aids. People receiving social assistance are eligible to receive up to 100% of the cost of devices. A grant is paid directly to clients for ostomy supplies, and needles and syringes for insulin-dependent **seniors**. HOP pays 100% of a flat monthly rate for oxygen for seniors, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:
Assistive Devices Program
Home Oxygen Program

PROVIDER SERVICES BRANCH

370 Select Dr
PO Box 168
Kingston K7M 8T4
Toll Free 1-866-684-8620
Fax (613)536-3182
8:00 - 5:00

Provider Services Branch is responsible for the Fee-for-Service Payment Program under the Health Insurance Act for the following fee-for-service providers: **physicians**, physiotherapy facilities, optometrists, podiatrists, and **dentists**.

PUBLIC HEALTH LABORATORIES BRANCH

81, 81A & 101 Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5952
(416)605-3113 (Emergency Duty Officer)
Toll Free 1-800-640-7221 (Help Line)
Fax (416)235-6080

The Public Health Laboratories Branch is responsible for the operation of 12 Public Health Laboratories. The Public Health Laboratories provide laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. The twelve laboratories carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases. The following are the locations of public health laboratories:

CENTRAL PUBLIC HEALTH LABORATORY

81, 81A & 101 Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5952
(416)605-3113 (Emergency Duty Officer)
Toll Free 1-800-640-7221 (Help Line)
Fax (416)235-6080

MAILING ADDRESS FOR LETTERS, PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

ALTERNATE MAILING ADDRESS FOR LETTERS, PARCELS
PO Box 37 Etobicoke "B"
Toronto M9N 5K9

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Toronto M9P 3T1

MEDICAL DIRECTOR'S OFFICE

81 Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5941
8:00 - 5:00

The Central Public Health **Laboratory** provides laboratory testing and expertise for the prevention of **disease** and the protection and promotion of the public's health in Ontario. It also carries out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases.

REGIONAL PUBLIC HEALTH LABORATORIES

HAMILTON PUBLIC HEALTH LABORATORY
250 Fennell Ave W
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)385-0083
8:00 - 5:00

KINGSTON PUBLIC HEALTH LABORATORY
181 Barrie St
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636
8:00 - 5:00

LONDON PUBLIC HEALTH LABORATORY
St Joseph Mental Health Ctr
5th Flr, 850 Highbury Ave
PO Box 5704 Postal Stn A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363
8:00 - 5:00

ORILLIA PUBLIC HEALTH LABORATORY
750 Memorial Ave
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001
8:00 - 5:00

OTTAWA PUBLIC HEALTH LABORATORY
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)736-6800
Fax (613)736-6820
8:00 - 5:00

PETERBOROUGH PUBLIC HEALTH LABORATORY
99 Hospital Dr
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257
8:00 - 5:00

SAULT STE MARIE PUBLIC HEALTH LABORATORY
160 McDougall St
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873
8:00 - 5:00

SUDBURY SATELLITE PUBLIC HEALTH LABORATORY
Suite 2, 1300 Paris St
Sudbury P3E 6H3
General Inquiry (705)564-6917
Fax (705)564-6918
8:00 - 5:00

THUNDER BAY PUBLIC HEALTH LABORATORY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)622-5423
8:00 - 5:00

TIMMINS PUBLIC HEALTH LABORATORY
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006
8:00 - 5:00

WINDSOR PUBLIC HEALTH LABORATORY
3400 Huron Church Rd
PO Box 1616
Windsor N9A 6S2
General Inquiry (519)969-4341
Fax (519)973-1481
8:00 - 5:00

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry 1-800-268-1154 (INFOline)
Fax (613)548-6320
8:30 - 5:00

The **Registration** and **Claims** Branch is responsible for Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of medical and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and some **drug** benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:
Northern Health Travel Grants
Ontario Health Insurance

OHIP OFFICES

CENTRAL EAST REGION

4th Flr Suite 401, 45 Sheppard Ave E
Toronto M2N 5W9
General Inquiry (416)314-7444
Fax (416)314-7748 ♿

CENTRAL EAST REGION - NEWMARKET OFFICE
Unit 108, 465 Davis Dr
Newmarket L3Y 8T2
Toll Free 1-888-376-5197 (By Appointment only)
Fax (905)868-8660
8:30 - 5:00

CENTRAL EAST REGION - OSHAWA
Executive Tower Oshawa Ctr
419 King St W
Oshawa L1J 7J2
General Inquiry (905)576-2870 (Thurs 5:00 - 7:00 p.m. (Appt Only))
Fax (905)434-4186 (Claims)
Fax (905)434-3725 (Customer Service)
8:30 - 5:00 ♿

CENTRAL EAST REGION - PETERBOROUGH
North Tower
1st Flr, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)743-2140
(705)745-1780 (Internal Office Contact Number)
Fax (705)745-1481
8:30 - 5:00 ♿

CENTRAL EAST REGION - SCARBOROUGH
2063 Lawrence Ave E
Scarborough M1R 2Z4
General Inquiry (416)314-7444 (Mon-Thurs 8:00 a.m.-7:00 p.m. Fri 8:00 a.m.- 6:30 p.m.)
Fax (416)327-1048 ♿

CENTRAL EAST REGION - TORONTO
Suite 417, 47 Sheppard Ave E
Toronto M2N 7E7
General Inquiry (416)314-7444 (Mon, Tues, Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:30)
(416)314-7770 (Claims Inquiry)
Fax (416)314-7518 (Claims)
Fax (416)314-7449 (Customer Service) ♿

CENTRAL EAST-TORONTO-DOWNTOWN
Suite M212 Market Level, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)585-4200 (Monday to Friday 8:30 - 5:00)
Fax (416)585-4261
8:30 - 5:00

CENTRAL SOUTH REGION

Ellen Fairclough Bldg
10th Flr, 119 King St W
PO Box 2280 LCD 1
Hamilton L8P 4Y7
General Inquiry (905)521-7547 (Office Hours: Mon, Tues, Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:00)
General Inquiry (905)521-7100 (Auto Attended Line for all Departments)
Fax (905)521-7605 ♿

CENTRAL SOUTH REGION - HAMILTON
Ellen Fairclough Bldg
10th Flr, 119 King St W
PO Box 2280 LCD 1
Hamilton L8P 4Y7
General Inquiry (905)521-7547 (Mon, Tues, Thur & Fri 8:30 - 5:00 Wed 8:30 - 6:00)
General Inquiry (905)521-7100 (Auto Attended Line for all Departments)
Fax (905)521-7605 (General Inquiries Mon, Tues., Thur & Fri 8:30-5:00 Wed. 8:30-6:00)

CENTRAL SOUTH REGION - KITCHENER
Unit B2, 1400 Weber St E
Kitchener N2A 3Z8
General Inquiry (519)893-3966 (Mon, Tues, Thurs & Fri 8:30 - 5:00 Wed 8:30 - 6:00)
Fax (519)571-6049

CENTRAL SOUTH REGION - ST CATHARINES
Mezzanine Level, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-4090 (Mon, Tues, Thurs & Fri 8:30 - 5:00 Wed 8:30 - 6:00)
Fax (905)704-2828

CENTRAL WEST REGION

Suite 300, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000 (Administration / Claims - 3rd Flr: Mon-Fri 8:30-5:00)
(905)275-2730 (Customer Service Mon-Thurs: 8:30-7:00, Fri: 8:30-5:00)
Fax (905)896-6029

CENTRAL WEST REGION - BARRIE
Suite 102, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)726-0326 (Mon-Fri 8:30 - 5:00)
Fax (705)739-6495

CENTRAL WEST REGION - ETOBICOKE
Suite 142, 3300 Bloor St W
Etobicoke M8X 2W8
General Inquiry (905)275-2730 (Mon, Tues, Wed, Fri 8:30 - 5:00 Thurs 8:30 - 7:00)
Fax (416)327-0758

CENTRAL WEST REGION - MISSISSAUGA
Suite 210, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000 (Customer Service Mon - Thurs 8:30 - 7:00, Fri 8:30 - 5:00)
(905)275-2730 (Mon-Thur: 8:30-7:00, Fri: 8:30-5:00)
Fax (905)896-6013 (Customer Service)

CENTRAL WEST REGION - NORTH YORK
4400 Dufferin St N
North York M3H 6A8
General Inquiry (905)275-2730 (Mon-Thurs 8:30 - 7:00 Fri 8:30 - 5:00)
Fax (416)327-1653

CENTRAL WEST REGION - OAKVILLE
Oakville Town Ctr II
220 North Service Rd W
Oakville L6M 2Y3
General Inquiry (905)275-2730 (Mon, Tues, Wed, Fri 8:30 - 5:00 Thurs 8:30 - 7:00)
Fax (905)842-5988

EASTERN REGION - OTTAWA

Fuller Bldg
7th Flr, 75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
Fax (613)237-3246 (Administration)

EASTERN REGION - KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5A9
General Inquiry (613)545-0656
Fax (613)545-4399
8:30 - 5:00

EASTERN REGION - OTTAWA
Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100 (Mon, Tues, Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:00)
(613)783-4400 (Customer Service)
Toll Free 1-866-257-2119 (Within Area Codes 416, 514, 613, 705, 819 & 905)
Toll Free French 1-800-267-7690 (Within Area Codes 416, 514, 613, 705, 819 & 905)
Fax (613)783-4444 (1st Flr)
Fax (613)237-3246 (7th Flr, Administration)

EASTERN REGION - OTTAWA DOWNTOWN
Government Services Ctr
110 Laurier Ave W
Ottawa K1P 1J1
(613)237-9100 (Administration)
(613)783-4400 (Customer Service English)
(613)783-4407 (Customer Service French)
Fax (613)580-2932
8:30 - 5:00

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Toll Free French 1-800-461-1149
Fax (705)675-4015

Services offered to the Public:
Northern Health Travel Grants

NORTHERN REGION - KENORA
Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)468-2714
8:30 - 4:30

NORTHERN REGION - NORTH BAY
Suite 101, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4130
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Fax (705)494-4135
8:30 - 5:00

NORTHERN REGION - SAULT STE MARIE
Roberta Bondar Pl
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6757
Toll Free 1-800-461-4006 (Sudbury Regional Office)
Fax (705)759-1502
8:30 - 5:00

NORTHERN REGION - SUDBURY
Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010 (Mon-Wed, Fri 8:30 - 5:00 Thur 8:30 - 6:30)
Toll Free 1-800-461-4006
Toll Free French 1-800-461-1149
Fax (705)675-4015

NORTHERN REGION - THUNDER BAY
Ontario Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351 (Mon-Wed, Fri 8:30 - 5:00 Thurs 8:30 - 6:30)
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)475-1424

NORTHERN REGION - TIMMINS
The 101 Mall
Suite 110, 38 Pine St N
Timmins P4N 6K6
General Inquiry (705)268-5300
Toll Free 1-800-461-1149
Fax (705)267-6723
8:30 - 4:30

SOUTHWEST REGION - LONDON

5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)675-6800
Fax (519)675-6832

SOUTHWEST REGION - LONDON
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)675-6800 (Mon, Tues, Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:00)
(519)675-6700 (Customer Service)
Fax (519)675-6832

SOUTHWEST REGION - OWEN SOUND
Suite 2, 1400 First Ave W
Owen Sound N4K 6Z9
General Inquiry (519)376-6447
Fax (519)376-2749
8:30 - 5:00

SOUTHWEST REGION - SARNIA
452 Christina St N
Sarnia N7T 5W4
General Inquiry (519)337-2348
Fax (519)337-2031
8:30 - 5:00

SOUTHWEST REGION - WINDSOR
1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1385 (Mon, Tues, Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:00)
Fax (519)973-1388

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-5109
8:30 - 5:00

The Integrated Policy and Planning Division develops, mediates and negotiates sound policies and planning for effective decision making in health care.

INTERGOVERNMENTAL AND ABORIGINAL POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4392
Fax (416)327-0888
8:30 - 5:00

The Intergovernmental and Aboriginal Policy Branch leads the development of strategies, policies and tactics to address federal, provincial, territorial and municipal issues; and, develops and implements aboriginal health policies and initiatives.

ABORIGINAL HEALTH UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517
8:30 - 5:00

The Aboriginal Health Unit advocates and promotes changes within the Ministry of Health and Long-Term Care to improve the province's ability to meet the health needs of Aboriginal people and communities. The unit develops and implements policies and initiatives in Aboriginal health together with ministry program areas and other ministries to support the Ministry's goal of improving the health status of Aboriginal people in Ontario.

INTERGOVERNMENTAL POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8734
Fax (416)327-0888
8:30 - 5:00

The Intergovernmental Policy Unit leads strategic intergovernmental policy development and coordinates program initiatives related to federal, provincial, territorial and municipal partnerships to ensure the achievement of Ontario health system objectives.

POPULATION HEALTH POLICY AND PLANNING AND WOMEN'S HEALTH BRANCH

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8348
Fax (416)327-3200
8:30 - 5:00

Population Health Policy and Planning and Women's Health Branch develops innovative policies, and plans that correspond to current and future population health needs, with particular focus on chronic diseases, women and mental health and rehabilitation policy.

MENTAL HEALTH AND REHABILITATION POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8986
Fax (416)327-8458
8:30 - 5:00

The Mental Health and Rehabilitation Policy Unit leads the development of innovative policies and plans that correspond to current and future mental health and rehabilitation needs of Ontarians.

POPULATION HEALTH POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-8269
Fax (416)327-3200
8:30 - 5:00

The Population Health Policy Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)212-4372
Fax (416)327-3200
www.womenshealthcouncil.com
8:30 - 5:00

The **Women**'s Health Unit supports the work of the Ontario Women's Health Council (OWHC) by managing the planning, development, implementation and evaluation of a large number of complex women's health projects. They also provide strategic advice and administrative support to the OHWC.

RESOURCES MANAGEMENT, POLICY AND LEGISLATIVE SUPPORT BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8739

The Resources Management, Policy and Legislative Support Branch provides executive support in the effective management of financial and human resources; manages the coordination and development of the ministry's legislative agenda; manages the development and communication

of policies for the delivery of health programs; and designs and manages the evaluation/review of such programs.

POLICY AND LEGISLATIVE SUPPORT UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8642
8:30 - 5:00

The Policy and Legislative Support Unit coordinates the development of the ministry legislative agenda and provides support to ministry program areas in the development, introduction and passage of legislation. The unit coordinates responses to other ministries legislation and Private Members Bills. The unit also provides support and advice to program areas, Deputy Office and Minister's Office on the policy development process.

PROGRAM DEVELOPMENT AND EVALUATION UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-2146
Fax (416)314-2339
8:30 - 5:00

The Program Development and Evaluation Unit provides a central support function for the development, management and coordination of the ministry's policy and program priorities. The unit works in concert with the Policy and Legislative Support Unit to provide comprehensive policy-focussed advice and support to ministry program areas. The unit also provides support around the evaluation and review of ministry policy and programs where required.

RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8459
8:30 - 5:00

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy and Planning and the Health Human Resources Strategy Divisions. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support. The office provides an internal consulting service to the Divisions' program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives.

STRATEGIC POLICY AND KNOWLEDGE MANAGEMENT GROUP

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8465
Fax (416)327-5011
8:30 - 5:00

Strategic Policy and Knowledge Management Group is the executive lead of the ministry strategic policy and knowledge management capacity.

KNOWLEDGE MANAGEMENT AND REPORTING BRANCH

Hepburn Block
5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7255
Fax (416)325-3824
8:30 - 5:00

The Knowledge Management and Reporting Branch provides strategic direction and leadership for the development and implementation of a long range knowledge management and reporting strategy which integrates the ministry's capacity in research knowledge transfer, information and knowledge management with results reporting to inform Ontario's health transformation agenda and the ministry's results based plan.

HEALTH DATA AND DECISION SUPPORT UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7727
Fax (416)327-7617
8:30 - 5:00

The Health Data and Decision Support Unit manages the collection and dissemination of health population information for use in health system planning, population surveillance and research.

HEALTH INFORMATION PRODUCTS AND SERVICES UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7783
Fax (416)212-6011
8:30 - 5:00

The Health Information Products and Services Unit provides information products and data analysis services that support policy, planning and program development and decision-making within the ministry.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8270
Fax (416)314-8275
8:30 - 5:00 ♿

The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

RESEARCH UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-2467
Fax (416)327-1721
www.health.gov.on.ca
8:30 - 5:00 ♿

The Research Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy for the dissemination of the research findings to support evidence based decision-making.

STRATEGIC POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7487
Fax (416)314-8275
8:30 - 5:00 ♿

The Strategic Policy Branch develops policies to address the integration and coordination of the health care system.

ACCESS AND QUALITY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-1454
Fax (416)314-8275
8:30 - 5:00 ♿

The Access and Quality Unit is responsible for developing strategic policies that impact the access to and quality of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8360
Fax (416)314-8275
8:30 - 5:00 ♿

The Health System Policy Unit conducts strategic policy analyses to support health system coordination and integration.

STRATEGIC PROJECT SUPPORT AND REPORTING UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7487
Fax (416)314-8275
8:30 - 5:00

The Strategic Project Support and Reporting Unit supports transformation and the management and coordination of MOHLTC performance measures and reporting.

PUBLIC HEALTH DIVISION

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-3831
Fax (416)325-8412

The Public Health Division oversees activities relating to Ontario's public health system. The division is led by the province's Chief Medical Officer of Health and Assistant Deputy Minister.

CHRONIC DISEASE PREVENTION AND HEALTH PROMOTION BRANCH

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)314-5497

The Chronic Disease Prevention and **Health** Promotion Branch provides public health, population health, health promotion and epidemiologic leadership and expertise to boards of health, the Ontario Health Promotion Resource System and other agencies. Programs and services include: chronic disease prevention including heart health, tobacco free living, healthy eating, healthy weights and regular physical activity; early detection of **cancer**; injury prevention including **substance abuse** prevention; reproductive health and child health. The Service also provides a central resource in the areas of epidemiology, health surveillance, public health research and evaluation, and public health planning.

EPIDEMIOLOGY AND SURVEILLANCE UNIT

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)326-2092

The **Epidemiology** and Surveillance Unit provides expert consultation and technical support to local boards of health in the areas of epidemiology, health surveillance, public health **research** and evaluation, and public health planning in support of the Mandatory Health Programs and Services Guidelines.

FAMILY HEALTH

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)326-2092

Family Health provides expert consultation and technical advice to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines.

HEALTH PROMOTION AND WELLNESS

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)326-2092

Health Promotion and Wellness provides leadership in the development, implementation and evaluation of health promotion programs. Initiatives include: prevention of cardiovascular diseases; Ontario Heart Health Program, FOCUS Community Programs to address **alcohol** and substance use, healthy eating and physical activity programs and the Ontario Health Promotion Resource Systems.

PREVENTION OF CHRONIC DISEASES AND INJURIES

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)326-2092

Prevention of Chronic **Diseases** and **Injuries** provides expert consultation and technical advice to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines.

SMOKE-FREE ONTARIO STRATEGY

21st Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-7384
Fax (416)314-5497

The Smoke-Free Ontario Strategy (SFOS) improves the health of all Ontarians by: preventing children and youth from starting to smoke; helping Ontarians quit smoking; and protecting Ontarians from exposure to second-hand smoke. The SFOS provides funding for public health units, community-based youth prevention programs, public education, cessation programs, research and evaluation, as well as initiatives targeted at high-risk populations. **Tobacco** control legislation, the Smoke-Free Ontario Act, will prohibit smoking in all enclosed workplaces and enclosed public places in the province beginning May 31, 2006.

EMERGENCY MANAGEMENT BRANCH

Suite 801, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)212-0822
Toll Free 1-866-331-0339 (Employers Hotline)
Toll Free 1-866-212-2272 (Health Care Providers 24/7 Hotline)
Fax (416)212-4466
www.health.gov.on.ca/english/public/program/emu/emu_mn.html

The Emergency Management Branch is responsible for health emergency management and continuity of operations within the Ministry of Health and Long-Term Care. The mandate includes: development of the ministry emergency readiness program including continuity of operations, participating in the cross-government emergency strategies, coordinating health emergency activities between the province and the federal government and supporting health emergency readiness strategies at the community level. In addition, the Branch provides emergency management guidance to the public health division and the public health units.

CONTROLLERSHIP AND RESOURCES MANAGEMENT BRANCH

7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8822
Fax (416)212-7799

The Controllership and Resources Management Branch ensures consistently applied operations and financial practices, processes and controls to manage resources; establishes a performance management framework and services for continuous improvement within the division and public health system; and facilitates effective and accessible communication with stakeholders to ensure effective partnerships.

CORPORATE LIAISON AND RESOURCE SERVICE

7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8822
Fax (416)314-7078

The Corporate Liaison and Resource Service, provides overall planning and coordination for mandatory public health programs through the 36 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; and coordination of the branch's funding to boards of health.

PUBLIC HEALTH INFORMATION AND INFORMATION TECHNOLOGY (PHIIT) OFFICE

The Public Health Information and Information Technology (PHIIT) group is responsible for the development and implementation of the Public Health e-Health strategy within the Public Health Division, which includes providing secretariat services for the Public Health e-Health Council, the management of various projects under Operation Health Protection, as well as various other e-Health initiatives within public health in Ontario.

1075 BAY
8th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)314-2130
Fax (416)314-2235

5700 YONGE
2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-2130
Fax (416)325-4083

STRATEGIC PLANNING AND IMPLEMENTATION BRANCH

Suite 810, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-6362
Fax (416)212-5232

The Strategic Planning and Implementation Branch is responsible for strategic public health policy and implementation strategy for a range of products including the Ministry's Operation Health Protection. Key areas of activity include: developmental work for the establishment of the Ontario Health Protection and Promotion Agency, coordination of a Provincial Infectious Diseases Advisory Committee and the infection control programs. The branch reports directly to the Executive Director for the Public Health Division.

INFECTIOUS DISEASES BRANCH

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438

The Infectious Diseases Branch provides leadership and support to Ontario's public health system including 36 boards of health; programs and services include: the Disease Control Service (DCS), Environmental Health and Toxicology Unit (EHTU), Safe Water/Food Safety Unit, Surveillance and Outbreak Management Section (SOMS), and Tuberculosis/Vaccine Preventable Diseases. The Infectious Diseases Branch provides public health, epidemiological, expert consultation and technical support to local boards of health and other health agencies in respect of the programs of the Mandatory Health Programs and Services Guidelines (MHPSG). The Infectious Diseases Branch is also responsible for disease-related databases, communications and support for health units during outbreaks.

Services offered to the Public:
Sexually Transmitted Disease Control
Tuberculosis (TB) Control
Vaccine Preventable Diseases

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7439

The **Disease** Control Service has public health and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health units by conducting surveillance of reportable diseases, and through the development of policies, guidelines and consultative services. Programs include outbreak control, control of enteric and zoonotic diseases (including **rabies**), infection control, **West Nile virus** control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office works with the Ontario Government Pharmaceutical and Medical Supply Service to provide **vaccines** and biologicals for the prevention of VPD and post-exposure treatment for rabies, as well as drugs for the treatment of sexually transmitted diseases and **tuberculosis**.

TUBERCULOSIS/VACCINE PREVENTABLE DISEASES CONTROL UNIT
8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-4687

ENVIRONMENTAL HEALTH AND TOXICOLOGY UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7427
Fax (416)327-0984

The **Environment**al Health and Toxicology Unit (EHTU) provides expert consultation and technical support to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines (MHPSG) and the Health Protection and Promotion Act, as they relate to known or suspected health hazards from **chemical**, physical or biological agents in the environment. The EHTU supports local boards of health in their adherence to the Health Hazards

Investigation standard of the MHPSG. The EHTU also has the lead role in the Infectious Diseases Branch for **Emergency** Planning and Response issues.

FOOD SAFETY AND SAFE WATER UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8699
Fax (416)327-0984

The mandate of the Safe **Water**/Food Safety Unit is to monitor, support and ensure the compliance of the local boards of health in Ontario with the **Food** Safety and Safe Water Programs of the MHPSG. The main objective of the Food and Safe Water Programs is to protect public health by ensuring that food that is intended for human consumption meets public health standards and regulatory requirements and that drinking water meets the health-related parameters of the Ontario Drinking Water Standards.

SURVEILLANCE AND OUTBREAK MANAGEMENT SECTION (SOMS)

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7439

The Surveillance and Outbreak Management Section (SOMS) is responsible for gathering relevant information to ensure provision of advanced warning of outbreaks, and for carrying out ongoing and systematic collection, analysis, and interpretation of communicable **diseases** data with the view to enhance knowledge through the aggregation and dissemination of information and directives. The section contains key units such as the Call Centre, the Influenza/ARO/Infection Control Unit, and Rapid Response Teams. Respectively, these units are responsible for disease-related databases, communications with the health units and other key players in the public health care system, liaison with stakeholders and health agencies, and the provision of needed capacity of health units during outbreaks.

CALL CENTRE
6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-6361
Fax (416)326-0694

INFLUENZA, UIIP, ARO AND INFECTION CONTROL UNIT
8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-3508
Fax (416)327-7439

RAPID RESPONSE TEAMS
8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-7257
Fax (416)212-6408

OPERATIONAL EFFECTIVENESS OFFICE

7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-9252
Fax (416)212-6386

The Operational Effectiveness Office is responsible for the analysis and application of best practices in organizational effectiveness, strategic change management, human resources theory and practices, and program implementation for the Public Health Division. Within this context, the office works with the Chief Medical Officer of Health and Assistant Deputy Minister and senior

management to identify areas within the division for continuous improvement, training and development to assist the CMOH/ADM in meeting the public health needs of Ontarians.

PUBLIC HEALTH SYSTEM TRANSFORMATION

Suite 810, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)327-7423
Fax (416)212-5232

Public Health System Transformation is responsible for the renewal of public health through the implementation of the local public health Capacity Review Committee recommendations, and by framing a strategic direction for public health programs and services in Ontario. Key areas of responsibility include: strategic research, policy and planning support for the implementation of the Capacity Review Committee (CRC) recommendations and for the review of the Mandatory Health Programs and Services Guidelines, in consultation with internal and external specialists; strategic management of CRC recommendations and review of Mandatory Health Programs recommendations; development and execution of CRC implementation plan, including policy and legislative reform; development of standards and their implementation, including policy and legislative reform and communication with stakeholders; and, Divisional lead for continuous improvement of program standards.

PUBLIC HEALTH UNITS

Public **health** units are governed by boards of health. There are 36 public health units in Ontario (see individual units for addresses). Health units administer health promotion, including chronic **disease** and injury prevention; health protection and disease prevention programs including communicable disease prevention control including education in **AIDS** and STDs; immunization; **food** premises **inspection**; healthy growth and development including parenting education, and health education and for all age groups. Health units deliver the Healthy Babies Healthy Children Program (Ministry of Child and Youth Services).

BRANT COUNTY HEALTH UNIT
194 Terrace Hill St
Brantford N3R 1G7
General Inquiry (519)753-4937

CHATHAM-KENT HEALTH UNIT
435 Grand Ave W
PO Box 1136
Chatham N7M 5L8
General Inquiry (519)352-7270

CITY OF TORONTO HEALTH UNIT
5th Flr, 277 Victoria St
Toronto M5B 1W2
General Inquiry (416)392-7401

DURHAM REGIONAL HEALTH UNIT
605 Rossland Rd E
PO Box 730
Whitby L1N 0B2
General Inquiry (905)668-4113

EASTERN ONTARIO HEALTH UNIT
1000 Pitt St
Cornwall K9J 5T1
General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT
99 Edward St
St Thomas N5P 1Y8
General Inquiry (519)631-9900

GREY-BRUCE HEALTH UNIT
920 1st Ave W
Owen Sound N4K 4K5
General Inquiry (519)376-9420

HALDIMAND-NORFOLK HEALTH UNIT
12 Gilbertson Dr
PO Box 247
Simcoe N3Y 4L1
General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE RIDGE DISTRICT HEALTH UNIT
200 Rose Glen Rd
Port Hope L1A 3V6
General Inquiry (905)885-9100

HALTON REGIONAL HEALTH UNIT
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6060

HAMILTON (CITY OF) HEALTH UNIT
4th Flr, 1 Hughson St N
Hamilton L8R 3L5
General Inquiry (905)546-2424

HASTINGS AND PRINCE EDWARD COUNTIES HEALTH UNIT
179 North Park St
Belleville K8P 4P1
General Inquiry (613)966-5513

HURON COUNTY HEALTH UNIT
Health & Library Complex
77722B London Rd
RR 5, PO Box 1120
Clinton N0M 1L0
General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX AND ADDINGTON HEALTH UNIT
221 Portsmouth Ave
Kingston K7M 1V5
General Inquiry (613)549-1232

LAMBTON HEALTH UNIT
160 Exmouth St
Point Edward N7T 7Z6
General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK DISTRICT HEALTH UNIT
458 Laurier Blvd
Brockville K6V 7A3
General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT
50 King St
London N6A 5L7
General Inquiry (519)663-5317

NIAGARA REGIONAL AREA HEALTH UNIT
30 Hannover Dr
St Catharines L2W 1A3
General Inquiry (905)688-3762

NORTH BAY PARRY SOUND DISTRICT HEALTH UNIT
681 Commercial St
North Bay P1B 4E7
General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT
21 Wolsley St
Kenora P9N 3W7
General Inquiry (807)468-3147

OTTAWA (CITY OF) HEALTH UNIT
100 Constellation Cres
Nepean K2G 6J8
General Inquiry (613)580-6744

OXFORD COUNTY HEALTH UNIT
410 Buller St
Woodstock N4S 4N2
General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT
Suite 102, 44 Peel Centre Dr
Brampton L6T 4B5
General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY HEALTH UNIT
10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT
169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT HEALTH UNIT
7 International Dr
Pembroke K8A 6W5
General Inquiry (613)735-8650

SIMCOE MUSKOKA DISTRICT HEALTH UNIT
15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THE DISTRICT OF ALGOMA HEALTH UNIT
Civic Center
6th Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5421

THUNDER BAY DISTRICT HEALTH UNIT
999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5965

TIMISKAMING HEALTH UNIT
421 Shepardson Rd
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

WATERLOO REGIONAL HEALTH UNIT
99 Regina St S
PO Box 1633
Waterloo N2J 4V3
General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH HEALTH UNIT
Suite 19, 8460 Wellington Rd
RR 1
Belwood N0B 1J0
General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH UNIT
Eaton Tower
17250 Yonge St
PO Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

15th Flr, 620 University Ave
Toronto M5G 2L7
General Inquiry (416)971-9800
Fax (416)971-6888
www.cancercare.on.ca
8:30 - 5:00

Cancer Care Ontario is government's principal advisor on cancer care, with a mission to improve the performance of the cancer system by driving quality, accountability and innovation in all cancer-related services. Cancer Care Ontario is responsible for planning a full range of cancer services, setting standards, implementing quality improvements, and measuring and reporting on the performance of cancer care at the provincial and local levels. In partnership with the government, hospitals and other providers, CCO: Manages prevention and screening programs including the Ontario Breast and Cervical Screening Programs; houses and manages cancer information to monitor and report cancer cases, wait times and other quality indicators; is responsible for clinical initiatives including the New Drug Funding Program, and developing and implementing clinical guidelines; and works with hospitals and other local providers involved in cancer care to create Regional Cancer Programs in the 14 LHINs

COMMUNITY CARE ACCESS CENTRES (CCAC)

The creation of 43 CCACs across the province was completed on January 1, 1998. The CCACs consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including volunteer-based **community** services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in schools; case management; and placement coordination services for long-term care facilities (**nursing homes** and homes for the aged). CCACs are governed by independent, incorporated non-profit boards of directors, accountable through service agreements to the ministry.

CCAC ALGOMA
2nd Flr, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)949-1650
Toll Free 1-800-668-7705
Fax (705)949-1663
8:00 - 9:00

CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752
Toll Free 1-866-759-7752 (Administration)
Fax (519)759-1370
8:00 - 5:00

CCAC CHATHAM-KENT
750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30

CCAC COCHRANE DISTRICT
Suite 302, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30

CCAC DURHAM
5th Flr, 209 Dundas St E
Whitby L1N 7H8
General Inquiry (905)430-3308
Toll Free 1-800-263-3877
Fax (905)430-3297
8:30 - 4:30

CCAC EAST YORK
Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 4:30

CCAC EASTERN COUNTIES
709 Cotton Mill St
Cornwall K6H 7K7
General Inquiry (613)936-1171
Toll Free 1-800-267-0852 (613 Area Code only)
Fax (613)933-9916
8:30 - 4:30

CCAC ELGIN
294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30

CCAC ETOBICOKE AND YORK
1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
Fax (416)780-1749
8:30 - 4:30

CCAC GREY BRUCE
Suite 255, 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
Toll Free 1-800-371-2112
Fax (519)371-5612
8:30 - 4:30

CCAC HALDIMAND - NORFOLK
76 Victoria St
Simcoe N3Y 1L5
General Inquiry (519)426-7400
Toll Free 1-800-265-8068
Fax (519)426-4384
8:30 - 4:30

CCAC HALIBURTON, NORTHUMBERLAND AND VICTORIA
108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Toll Free 1-877-468-5544
Fax (705)324-0884
8:30 - 4:30

CCAC HALTON
4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-5320
8:30 - 4:30

CCAC HAMILTON-WENTWORTH
310 Limeridge Rd W
Hamilton L9C 2V2
General Inquiry (905)523-8600
Toll Free 1-800-450-8002
Fax (905)528-1883
8:30 - 4:30

CCAC HASTINGS AND PRINCE EDWARD COUNTIES
Bayview Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)966-3530
Fax (613)966-0996

CCAC HURON
163 Princess St E
PO Box 459
Clinton N0M 1L0
General Inquiry (519)482-3411
Toll Free 1-800-267-0535 (Area code 519 only)
Fax (519)482-3382

CCAC KENORA AND RAINY RIVER DISTRICTS
2nd Flr, 21 Wolsey St
Kenora P9N 3W7
General Inquiry (807)467-4757
Toll Free 1-877-661-6621
Fax (807)468-1437
8:30 - 4:30

CCAC KINGSTON, FRONTENAC, LENNOX AND ADDINGTON
Suite 101, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)544-7090
Fax (613)544-1494
8:30 - 4:30

CCAC LANARK, LEEDS AND GRENVILLE
52 Abbott St N
Smiths Falls K7A 1W3
General Inquiry (613)283-8012
Toll Free 1-800-267-6041
Fax (613)283-0308
8:30 - 6:30

CCAC LONDON AND MIDDLESEX
356 Oxford St W
London N6H 1T3
General Inquiry (519)473-2222
Toll Free 1-800-811-5146
Fax (519)472-4045
8:30 - 4:30

CCAC MANITOULIN-SUDBURY
1760 Regent St
Sudbury P3E 3Z8
General Inquiry (705)522-3461
Toll Free 1-800-461-2919
Fax (705)522-3855
8:30 - 4:30

CCAC MUSKOKA EAST PARRY SOUND
3 N, 354 Muskoka Rd
Huntsville P1H 1H7
General Inquiry (705)789-6451
Toll Free 1-800-263-2805
Fax (705)789-1982
8:00 - 4:00

CCAC NEAR NORTH (NIPISSING)
3rd Flr, 101 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)476-2222
Toll Free 1-888-533-2222
Fax (705)474-0080
8:30 - 4:30

CCAC NIAGARA
149 Hartzel Rd
St. Catharines L2P 1N6
General Inquiry (905)684-9441 (English)
Toll Free 1-800-263-5480
Fax (905)684-8463
8:00 - 4:30

CCAC NORTH YORK
7th Flr, 45 Sheppard Ave E
Willowdale M2N 5W9
General Inquiry (416)222-2241
Fax (416)229-6809
8:30 - 6:00

CCAC OTTAWA-CARLETON
Suite 100, 4200 rue Labelle
Ottawa K1J 1J8
General Inquiry (613)745-5525
Toll Free 1-800-538-0520
Fax (613)745-6984
8:30 - 4:30

CCAC OXFORD
1147 Dundas St
Woodstock N4S 8W3
General Inquiry (519)539-1284
Fax (519)539-0065
8:30 - 4:30

CCAC PEEL
3rd Flr, 199 County Court Blvd
Brampton L6W 4P3
General Inquiry (905)796-0040
Toll Free 1-888-733-1177
Fax (905)796-0348
8:30 - 4:30

CCAC PERTH COUNTY
65 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)273-2222
Toll Free 1-800-269-3683
Fax (519)273-2139
8:45 - 5:00

CCAC PETERBOROUGH
Suite 202, 700 Clonsilla Ave
Peterborough K9J 5Y3
General Inquiry (705)743-2212
Toll Free 1-888-235-7222
Fax (705)743-9559
8:30 - 4:30

CCAC RENFREW COUNTY
Suite B, 7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-7007
Toll Free 1-888-421-2222
Fax (613)732-3522
8:30 - 4:30

CCAC SARNIA LAMBTON
1150 Pontiac Dr
PO Box 185
Sarnia N7T 7H9
General Inquiry (519)337-1000
Toll Free 1-800-265-1445
Fax (519)337-4331
8:00 - 4:30

CCAC SCARBOROUGH
3rd Flr, 1940 Eglinton Ave E
Scarborough M1L 4R1
General Inquiry (416)750-2444
Fax (416)750-8234

CCAC SIMCOE COUNTY
Suite 100, 15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-8010
Toll Free 1-888-721-2222
Fax (705)722-5237
8:30 - 4:30

CCAC THE DISTRICT OF THUNDER BAY
Suite 200, 1159 Alloy Dr
Thunder Bay P7B 6M8
General Inquiry (807)345-7339
Toll Free 1-800-626-5406
Fax (807)345-8868
8:30 - 4:30

CCAC TIMISKAMING
111 Burnside Dr
PO Box 520
Kirkland Lake P2N 3J5
General Inquiry (705)567-2222
Toll Free 1-888-546-2222
Fax (705)567-9407
8:30 - 4:30

CCAC TORONTO
Suite 305, 250 Dundas St W
Toronto M5T 2Z5
General Inquiry (416)506-9888
Fax (416)506-0374

CCAC WATERLOO REGION
800 King St W
Kitchener N2G 1E8
General Inquiry (519)748-2222
Fax (519)883-5555 (Voicemail)
8:30 - 4:30

CCAC WELLINGTON-DUFFERIN
Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
General Inquiry (519)823-2550
Toll Free 1-800-265-8338
Fax (519)823-8682
8:30 - 4:30

CCAC WEST PARRY SOUND HEALTH CENTRE
50 B Seguin St
Parry Sound P2A 1B4
General Inquiry (705)746-9352
Toll Free 1-800-440-6762
Fax (705)746-4812
8:00 - 4:00

CCAC WINDSOR/ESSEX
2nd Flr, 5415 Tecumseh Rd E
Windsor N8T 1C5
General Inquiry (519)258-8211
Toll Free 1-888-248-9978
Fax (519)258-6288
8:30 - 4:30

CCAC YORK
1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
(416)780-7870 (CEO)
Fax (416)780-1749

CCAC YORK REGION
Unit 1, 1100 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)895-1240
Toll Free 1-888-470-2222 (Area Codes 905, 416, 705, 519)
Fax (905)853-6297

CONSENT AND CAPACITY BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-4142 (Administration)
(416)924-4961 (Hearing)
Toll Free 1-866-777-7391
Fax (416)327-4207 (Administration)
Fax (416)924-8873 (Hearing)
Toll Free Fax 1-866-777-7273
www.ccboard.on.ca
8:30 - 5:00

The Consent and Capacity Board has the authority to conduct **hearings** under the **Mental Health** Act, the Health Care Consent Act, the Long Term Care Act and the Substitute Decisions Act. Areas of adjudication include: capacity to consent to treatment, admission to a care facility or a personal assistance service; review of a decision to admit an incapable person to a hospital, psychiatric facility or long-term care facility for the purpose of treatment; review of involuntary status (civil committal to a psychiatric facility); review of a finding of incapacity to manage property or to access and allow others access to clinical records; and review of statutory **guardian**ship for property.

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893

The **Drug** Quality and Therapeutics Committee (DQTC) provides independent and specialized advice to the Minister of Health and Long-Term Care and the Drug Programs Branch on drug-related issues. The committee evaluates both the therapeutic value and cost effectiveness of brand name drugs submitted for reimbursement under the Ontario Drug Benefit (ODB) Program, and makes recommendations on the interchangeability of generic drug products. The DQTC also provides advice to the Ministry, on a case-by-case basis, about coverage on thousands of requests received each year for drugs not listed on the ODB Formulary under the Individual Clinical Review/ Section 8 process.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805

The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation safety, approves training courses in the operation of **X-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, chiropody, medical

radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of x-radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

8th Flr, 55 St Clair Ave W
Toronto M4V 3C3
General Inquiry (416)327-0874
Fax (416)327-8219
9:00 - 5:00

The College of Midwives of Ontario is the regulatory organization for the profession of **midwifery**.

HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30

The Health Boards Secretariat (HBS) provides common corporate administrative, financial and case management services, as well as policy analysis and related support to three adjudicative tribunals (established under a variety of statutes). It also provides financial reimbursement to Order-in-Council (OIC) appointees to 23 self-regulated health professions Colleges.

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30

The **Health** Professions **Appeal** and Review Board reviews decisions of the Complaints Committees of 23 self-regulating health professions Colleges pursuant to the provisions of the Regulated Health Professions Act, 1991(RHPA), and the **Veterinarian**s Act. The Boards also reviews or conducts **hearings** regarding applications for registration to the 23 self-regulating health professions Colleges, pursuant to the provisions of the RHPA, and the Veterinarians Act. Under the Public **Hospitals** Act, the Board hears appeals regarding decisions of governing bodies of hospitals concerning hospital privileges and appointments to hospital medical staff.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30

The Health Services **Appeal** and Review Board is a quasi-judicial tribunal established under the Ministry of Health Appeal and Review Boards Act, 1998, to conduct appeals and reviews under fourteen different statutes that are enumerated below. Appeals may involve but are not limited to, decisions of the Ontario **Health Insurance** Plan respecting eligibility and payment; decisions of agencies under the **Long-Term Care** Act respecting eligibility for service; orders of the Medical

Officer of Health or public health inspectors; decisions of the Director with respect to **licensing** under the Nursing Homes Act; determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and, decisions of the Director with respect to licensing of independent health facilities.

MEDICAL ELIGIBILITY COMMITTEE

370 Select Dr
PO Box 168
Kingston K7M 8T4
General Inquiry (613)536-3058

Referrals to the Medical Eligibility Committee (MEC) are prepared by the Medical Consultant in Provider Services Branch. The patients who were referred to the MEC are notified of the decisions of the Committee under the signature of the General Manager. All case files are maintained and stored with Provider Services Branch. Secretarial support to the MEC is provided for: scheduling MEC bi-monthly meetings, boardroom bookings, and preparing the MEC decisions for the General Manager's signature.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.omhf.on.ca

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
www.orb.on.ca
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not criminally responsible or unfit to stand **trial** for criminal offences on account of a mental disorder.

REVIEW COMMITTEES

CHIROPODY REVIEW COMMITTEE

3 Jackson Ave
Toronto M8X 2W2
General Inquiry (416)542-1333
Toll Free 1-877-232-7653

The existence of the **Chiropody** Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

CHIROPRACTIC REVIEW COMMITTEE

Suite 900, 130 Bloor St W
Toronto M5S 1N5
General Inquiry (416)929-0409

The existence of the Chiropractic Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

DENTAL REVIEW COMMITTEE

350 Rumsey Rd
Toronto M4G 1R8
General Inquiry (416)961-6555

The existence of the Dental Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (416)967-2600
Toll Free 1-800-268-7096

The existence of the Medical Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a physician may request that this committee review the matter. The General Manager also may refer a physician to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the physician received payment for incorrect claims.

OPTOMETRY REVIEW COMMITTEE

3rd Flr, 6 Crescent Rd
Toronto M4W 1T1
General Inquiry (416)962-4071

The existence of the **Optometry** Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

SMART SYSTEMS FOR HEALTH AGENCY

Suite 1900, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)586-6500
Fax (416)586-4363
www.ssha.com
8:00 - 5:00 ♿

Smart Systems for **Health** Agency (SSHA) is publicly funded . It is mandated to provide the secure, province-wide information technology infrastructure to allow electronic communication among Ontario's health service providers.

TRILLIUM GIFT OF LIFE NETWORK

Suite 1440, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)363-4001
Toll Free 1-800-263-2833 (Consumer Information)
Fax (416)363-4002
www.giftoflife.on.ca
8:30 - 5:00 ♿

Trillium Gift of Life Network is Ontario's central organ and tissue **donation** agency. As outlined by the Trillium Gift of Life Network Act, the Network's mandate includes: planning, promoting, coordinating and supporting activities relating to the donation of organs and tissue for transplant; planning, promoting, coordinating and supporting activities relating to education or research in connection with the donation of organs and tissue; and advising the Minister of Health and Long-Term Care on matters relating to the donation of organs and tissue.

ACTS

Alcoholism and Drug Addiction Research Foundation Act
Ambulance Act
Brain Tumour Awareness Month Act, 2001
Cancer Act
Charitable Institutions Act (Long-Term Care Programs and Services only)
Chronic Care Patients' Television Act, 1994
Commitment to the Future of Medicare Act, 2004
Community Care Access Corporations Act, 2001
Community Psychiatric Hospitals Act
Developmental Services Act (Long-Term Care Programs and Services only)
Drug Interchangeability and Dispensing Fee Act
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Fluoridation Act
Healing Arts Radiation Protection Act
Health Care Consent Act, 1996
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Immunization of School Pupils Act
Independent Health Facilities Act

Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Mental Health Act
Mental Hospitals Act
Ministry of Community and Social Services Act (sections 11.1 and 12 re: Long-Term Care Programs and Services only)
Ministry of Health Appeal and Review Boards Act, 1998
Ministry of Health and Long-Term Care Act
Municipal Health Services Act
Nursing Homes Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Patient Restraints Minimization Act, 2001
Personal Health Information Protection Act, 2004
Physician Services Delivery Management Act, 1996
Private Hospitals Act
Public Hospitals Act
Quality of Care Information Protection Act, 2004
Regulated Health Professions Act, 1991
Regulated Health Professions Act, 1991 - Audiology and Speech-Language Pathology Act, 1991
Regulated Health Professions Act, 1991 - Chiropody Act, 1991
Regulated Health Professions Act, 1991 - Chiropractic Act, 1991
Regulated Health Professions Act, 1991 - Dental Hygiene Act, 1991
Regulated Health Professions Act, 1991 - Dental Technology Act, 1991
Regulated Health Professions Act, 1991 - Dentistry Act, 1991
Regulated Health Professions Act, 1991 - Denturism Act, 1991
Regulated Health Professions Act, 1991 - Dietetics Act, 1991
Regulated Health Professions Act, 1991 - Massage Therapy Act, 1991
Regulated Health Professions Act, 1991 - Medical Laboratory Technology Act, 1991
Regulated Health Professions Act, 1991 - Medical Radiation Technology Act, 1991
Regulated Health Professions Act, 1991 - Medicine Act, 1991
Regulated Health Professions Act, 1991 - Midwifery Act, 1991
Regulated Health Professions Act, 1991 - Nursing Act, 1991
Regulated Health Professions Act, 1991 - Occupational Therapy Act, 1991
Regulated Health Professions Act, 1991 - Opticianry Act, 1991
Regulated Health Professions Act, 1991 - Optometry Act, 1991
Regulated Health Professions Act, 1991 - Pharmacy Act, 1991
Regulated Health Professions Act, 1991 - Physiotherapy Act, 1991
Regulated Health Professions Act, 1991 - Psychology Act, 1991
Regulated Health Professions Act, 1991 - Respiratory Therapy Act, 1991
Sunnybrook and Women's College Health Sciences Centre Act, 1998
Trillium Gift of Life Network Act
University Health Network Act, 1997
University of Ottawa Heart Institute Act, 1999

MINISTRY OF HEALTH PROMOTION

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8500
Fax (416)326-4864
www.mhp.gov.on.ca
8:00 - 5:00

The Ministry of Health Promotion was established in June 2005 to provide a focal point for promoting healthy, active living within government and with the public. The ministry is responsible for the improvement, coordination and delivery of programs designed to contribute to healthy and active living and wellness, and will champion the promotion of **health** and the prevention of illnesses and injuries as a gateway to improved health for Ontarians.

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800
www.mia.gov.on.ca

The Ministry of Intergovernmental Affairs advises the Ontario government on intergovernmental issues. Ontario is involved in numerous federal-provincial and interprovincial issues, some of which may also have an international dimension. The Ministry's Office of Strategic Intergovernmental Advice provides advice and analysis, and works with other ministries on the most effective way of managing these issues. The Ministry's Office of International Relations and Protocol coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Premier, senior government officials and the Lieutenant Governor.

DEPUTY MINISTER'S OFFICE

CANADA-ONTARIO SERVICE COLLABORATION SECRETARIAT

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)314-7310

The Canada-Ontario Service Collaboration Secretariat provides leadership and coordination in the implementation of the Canada Ontario Memorandum of Agreement on Service Collaboration. The Secretariat supports the Canada-Ontario Assistant Deputy Minister Working Group responsible for assessing and prioritizing initiatives, recommending new initiatives and supporting the broader OPS collaborative initiative.

COMMUNICATIONS

Suite 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550

The Communications Branch provides communications counsel and support to the Minister and Deputy Minister. Working in close cooperation with the ministry's senior management team, the branch identifies communications challenges and opportunities; develops strategies to address them; and delivers a broad range of product and services. Ministry of Intergovernmental Affairs Communications also regularly advises communications branches in other ministries whose work includes an intergovernmental component. MIA Communications is responsible for: strategic communications planning; issues management and media relations; media monitoring and research; the ministry's websites; and public information materials.

CORPORATE SERVICES

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-4800
Fax (416)325-4773

Corporate Services manages the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function

between the ministry and the Ministry of Economic Development and Trade on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL (OIRP)

The Citadel
Suite 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00

The Office of **International Relations** and **Protocol** (OIRP) coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Lieutenant Governor, Premier, Ministry of Economic Development and **Trade** minister, as well as other ministers and senior officials. The Office of International Relations and Protocol also maintains extensive, consultative relations with the Department of Foreign Affairs and International Trade and the Ministry of Canadian Heritage; develops mandates for and manages the activities of Ontario's Senior Economic Officers posted internationally; provides a variety of protocol advice and services - including the coordination of memorial, ceremonial and hospitality events; and develops and implements state/official/working visits by foreign leaders and delegations, and members of the Royal Family.

OFFICE OF STRATEGIC INTERGOVERNMENTAL ADVICE

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-4800
Fax (416)325-4788

The Office of Strategic Intergovernmental Advice provides strategic policy, negotiating and communications advice to the Ontario government on leading intergovernmental issues. At any given time, Ontario is involved in a number of complex, **federal-provincial** and **interprovincial** policy and program issues. The Office's role is to provide provincial decision-makers with counsel and guidance on a coordinated strategy of managing these diverse issues, in order to maximize Ontario's success in attaining its intergovernmental objectives. It advises the government on national unity, the constitution, Ontario's role in the federation, and also coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Meetings, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It also assists ministries in their intergovernmental relations.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave
Toronto M7A 1T7
(416)326-7160 (Employment Standards Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (416)326-6546 (On-Demand)
www.labour.gov.on.ca
8:30 - 5:00 ♿

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's three main areas of responsibility, occupational health and safety, employment rights and responsibilities and labour relations, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

14th Flr, 400 University Ave
Toronto M7A 1T7
(416)326-7405 (Media Relations Line)
Fax (416)314-5809
8:30 - 5:00 ♿

The Communications and Marketing Branch informs the public, client groups, and the media about the Ministry's activities. The branch consists of three units: Strategic Communications; Issues Management/Stakeholder Relations; and Correspondence.

CORRESPONDENCE UNIT

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)314-3954
8:30 - 5:00 ♿

The Correspondence Unit is responsible for the preparation of Minister's and Deputy Minister's correspondence. The unit logs and tracks incoming correspondence and ensures that responses are sent in a timely manner. The unit also acts as a communications link between offices of the ministry and senior management and ensures that responses meet quality service standards.

ISSUES MANAGEMENT/STAKEHOLDER RELATIONS

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7600
Fax (416)314-5809
8:30 - 5:00 ♿

Issues Management/Stakeholder Relations is responsible for identifying, developing and coordinating ministry responses to critical issues through the preparation of information used by the Minister in the legislature such as House Notes and Issue Notes, and information used by the Minister in meeting with stakeholders.

STRATEGIC COMMUNICATIONS

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)326-7406
8:30 - 5:00

Strategic Communications supports the Minister, Deputy Minister, program areas and regional offices through the development and execution of strategic communications plans. The unit develops communication plans; produces and distributes materials such as speeches, statements and news releases on ministry activities and provides marketing expertise to promote ministry initiatives. The unit is also responsible for media relations, stakeholder relations, French Language Services, and for the planning and executing of Minister and ministry events.

INSPECTIONS, INVESTIGATIONS AND ENFORCEMENT SECRETARIAT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-9622
Fax (416)326-9624
8:30 - 5:00

The Inspections, Investigations and Enforcement Secretariat was created in 1999 to address the need for policy coherence, service integrity and improved system capacity across compliance ministries. Using a distributive leadership model, the Secretariat provides policy advice and coordination expertise to interministerial teams working horizontally on projects designed to enhance public protection and economic prosperity in Ontario. The Secretariat also develops and coordinates shared training and learning for II&E staff and seeks out opportunities to share information through developing communites of practice and e-Business solutions.

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7959
(416)326-7950 (After Hours Directory)
Fax (416)326-7985
www.labour.gov.on.ca/legal/english/branchdescription.htm
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability

and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)212-6000 (Service Desk)
Fax (416)326-9424
8:30 - 5:00

The Economics and Business Cluster is responsible for providing information and information technology services to the Ministries of Consumer and Business Services; Economic Development and Trade, Labour and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to the client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and secondly to further the Ontario Government's overall information and information technology strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00

The Internal Administrative Services Division coordinates and manages the business planning, human and financial resources, information and technology, controllership processes for the ministry; provides and manages administration services to ministry offices; coordinates the administration of ministry agencies; and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00

The Finance and Administration Branch is responsible for development of the ministry's strategic business and operational plans and performance measures, including the provision of business planning support to its agencies. The branch also provides expertise and advice on budget/ controllership reporting issues and requirements to the ministry and central agencies. It develops and communicates financial and administrative policies, procedures, guidelines and best practices, ensuring compliance through quality assurance/post audit activities; coordinates the provision of facilities, assets, risk management and printing services to the ministry and is responsible for contract and service management, negotiating service level/operating agreements with external service providers.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)212-3833 (Job Ads Only)
Fax (416)326-7241
8:30 - 5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

PROJECT MANAGEMENT OFFICE

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-5836
9:00 - 5:00

The Project Management Office promotes the use of project management principles, templates and tools, provides assistance and support for project managers and leads and monitors progress for the senior management team. The Office also coordinates and supports transformation and quality service initiatives.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
(416)326-7160 (Employment Standards Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (416)212-4455
8:30 - 5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two program branches and four regions including district offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
(416)326-7160 (Employment Standards Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00

The Employment Practices Branch oversees and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to Ministry staff including the Ministry's Regional Offices, which administer and enforce the Employment Standards Act, 2000.

EMPLOYMENT STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160 (Employment Standards Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (416)314-8725
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00

The **Employment Standards** Act, 2000 establishes minimum terms and conditions of employment called employment standards. Employment standards include rules on minimum wage, hours of work, overtime pay, paid public **holidays**, **vacation** time and vacation pay, equal pay for equal work, the prevention of **discrimination** in employment-provided benefit plans, **emergency** leave, **pregnancy** leave and parental leave, **lie detector** tests, termination notice or termination pay, **severance** pay, retail workers' right to refuse work on Sunday and Public Holidays, and special rules for the **women**'s garment industry. Information about the Employment Standards Act, 2000 and how to file a claim can be accessed through our website: http://www.gov.on.ca/lab/es/ese.htm or by contacting the Ministry of **Labour**'s Employment Standards General Inquiry number.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00

The Occupational Health and Safety Branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program and Mining Health and Safety Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act. They also administer sections of the Trades **Qualification** and **Apprenticeship** Act, Apprenticeship **Certification** Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the construction industry including **window cleaning** operations. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning

operations, tunnelling operations and asbestos abatement. **Diving** Inspectors administer the Diving Regulation. The Professional and Specialized Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00 ♿

Within the jurisdiction of the **Occupational Health and Safety** Act, the Industrial Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in all sectors other than **construction** and mining. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments and determine compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7731 (Publication Sales)
Toll Free 1-800-268-8013 (Publication Sales)
Fax (416)326-7745 (Publication Sales)
8:30 - 5:00 ♿

Information and Administrative Services supports the Occupational **Health and Safety** Information System and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.

LEARNING SOLUTIONS AND PARTNERSHIPS UNIT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00 ♿

The Learning Solutions and Partnerships Unit of the Occupational Health and Safety Branch coordinates, on behalf of the Ministry of Labour (MOL), the implementation of Ontario's strategy to work cooperatively with its health and safety system partners to reduce workplace injury and illness and make Ontario workplaces the safest and healthiest in the world. It also serves as the Ministry's linkage with the rest of the injury and illness prevention system. This unit also coordinates the development and delivery of program related MOL training for staff.

MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Ctr Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00 ♿

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the mining industry. This applies to **employees** and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings, oil and gas exploration and **drilling**, and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some regional and district offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Ctr Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30 ♿

By statute, all wire ropes used in mine-**hoisting** installations must be tested by the **Materials** Testing Laboratory before use and at intervals during service.

PROFESSIONAL AND SPECIALIZED SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00 ♿

The Professional and Specialized Services (PSS) unit identifies and reduces the risk of worker injury in the Ontario workplace through the contribution of professional knowledge on the anticipation, recognition, **evaluation** and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce standards; provide **health and safety** assessments of **chemicals**, notifiability of new chemical and biological agents and statistical analysis of occupational health data. PSS engineers provide engineering expertise to the Construction, Industrial and Mining Health and Safety Programs. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**. PSS Coordinate Emergency managerial activities for the Operations Division.

RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
General Inquiry (416)235-5922
Fax (416)235-5926
8:30 - 4:30

The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)314-5421 (Occupational Health & Safety Duty Desk)
(416)326-7160 (Employment Standards Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-991-7454 (Occupational Health & Safety Duty Desk)
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Toll Free 1-800-991-7454
Fax (416)235-3972 (Occupational Health & Safety Duty Desk)
Fax (416)235-5355
8:30 - 5:00

PROGRAM OFFICES

CONSTRUCTION HEALTH AND SAFETY
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4700
Toll Free 1-866-698-2477
Fax (416)235-6700
8:30 - 5:00

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Toll Free 1-800-461-4383
Fax (705)726-3101
8:30 - 5:00

NEWMARKET
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Toll Free 1-888-299-3138
Fax (905)715-7140
8:30 - 5:00

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Fax (905)433-9673
Fax (905)433-9843
8:30 - 5:00

CONSTRUCTION HEALTH AND SAFETY (HIGH RISK)
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Toll Free 1-800-461-4383
Fax (705)726-3101
8:30 - 5:00

DOWNSVIEW
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5136
General Inquiry (416)235-5316
General Inquiry (416)235-5148
Toll Free 1-866-698-2477
Fax (416)235-6700
8:30 - 5:00

NEWMARKET
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Toll Free 1-888-299-3138
Fax (905)715-7140
8:30 - 5:00

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Fax (905)433-9673
Fax (905)433-9843
8:30 - 5:00

EMPLOYMENT STANDARDS - CLAIMS MANAGEMENT CENTRE
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Toll Free 1-866-494-9977
Fax (416)235-5080
8:30 - 5:00

EMPLOYMENT STANDARDS - COLLECTIONS UNIT
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5401
Toll Free 1-866-494-9977
Fax (416)235-5080
8:30 - 5:00

EMPLOYMENT STANDARDS - NORTH
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Toll Free 1-888-299-3138
Fax (905)715-7140
8:30 - 5:00

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Toll Free 1-800-461-4383
Fax (705)726-3101
8:30 - 5:00

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Fax (905)433-9673
Fax (905)433-9843
8:30 - 5:00

EMPLOYMENT STANDARDS - SOUTH
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5155
General Inquiry (416)235-5364
Toll Free 1-866-494-9977
Fax (416)235-5090
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - EAST
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410
8:30 - 5:00

DOWNSVIEW
Bldg E
2nd Fl, 1201 Wilson Ave
Downview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5355
8:30 - 5:00

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Fax (905)433-9673
Fax (905)433-9843
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - EAST (HIGH RISK)
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410
Fax (416)314-5405
8:30 - 5:00

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Fax (905)433-9843
Fax (905)433-9673
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - WEST
4th Flr, 1290 Central Parkway W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Toll Free 1-800-268-2966
Fax (905)615-7098
8:30 - 5:00

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Toll Free 1-800-461-4383
Fax (705)726-3101
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - WEST (HIGH RISK)
4th Flr, 1290 Central Parkway W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Toll Free 1-800-268-2966
Fax (905)615-7078
8:30 - 5:00

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Toll Free 1-800-461-4383
Fax (705)726-3101
8:30 - 5:00

EASTERN REGIONAL OFFICE
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-267-1916
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (613)727-2900
8:30 - 5:00

PROGRAM OFFICES

CONSTRUCTION HEALTH AND SAFETY/ MINING
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Toll Free 1-800-267-0915
Fax (613)545-9831
8:30 - 5:00

OTTAWA
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Toll Free 1-800-267-1916
Fax (613)727-2900
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00

EMPLOYMENT STANDARDS
South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Toll Free 1-800-267-0915
Fax (613)545-9831
8:30 - 5:00

OTTAWA
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Toll Free 1-800-267-1916
Fax (613)727-2900
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Toll Free 1-800-267-1916
Fax (613)727-2900
8:30 - 5:00

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Toll Free 1-800-267-0915
Fax (613)545-9831
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-800-461-6325
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (705)564-7435
8:30 - 5:00

PROGRAM OFFICES

NORTH BAY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325
Fax (705)564-7076
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Place
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Toll Free 1-800-461-7268
Fax (705)949-9796
8:30 - 5:00

SUDBURY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325
Fax (705)564-7437
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
2nd Flr Suite 222, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Toll Free 1-800-465-5016
Fax (807)475-1646
8:30 - 5:00

SATELLITE OFFICE - DRYDEN
Ontario Government Bldg
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay)
Fax (807)223-4344
8:30 - 5:00

TIMMINS
Ontario Government Complex D Wing
Hwy 101 E
PO Bag 3050
South Porcupine P0N 1H0
General Inquiry (705)235-1900
Toll Free 1-800-461-9847
Fax (705)235-1925
8:30 - 5:00

WESTERN REGIONAL OFFICE
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
(905)577-9774 (Occupational Health & Safety Call Centre)
TTY 1-866-565-8893 (Employment Standards Call Centre)
Toll Free 1-877-202-0008 (Occupational Health & Safety Call Centre - Within Area Codes 519, 905 & 289)
Toll Free 1-800-263-6906
Toll Free 1-800-531-5551 (Employment Standards Call Centre)
Fax (905)577-1316 (Occupational Health & Safety Call Centre)
Fax (905)577-1200
8:30 - 5:00

PROGRAM OFFICES

CONSTRUCTION HEALTH AND SAFETY
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (Within Area Codes 519, 905 & 289)
Fax (519)883-5694
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N5A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

NIAGARA
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (Within Area Codes 519, 905 & 289)
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

CONSTRUCTION HEALTH AND SAFETY (HIGH RISK)
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

KITCHENER-WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (Within Area Codes 519, 905 & 289)
Fax (519)883-5694
8:30 - 5:00

NIAGARA
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (Within Area Codes 519, 905 & 289)
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

EMPLOYMENT STANDARDS - FAR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

KITCHENER-WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (Within Area Codes 519, 905 & 289)
Fax (519)883-5694
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

EMPLOYMENT STANDARDS - NEAR
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

NIAGARA
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (Within Area Codes 519, 905 & 289)
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 610, 410 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - FAR
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

KITCHENER-WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (Within Area Codes 519, 905 & 289)
Fax (519)883-5694
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

WINDSOR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - FAR (HIGH RISK)
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

KITCHENER-WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (Within Area Codes 519, 905 & 289)
Fax (519)883-5694
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Within Area Codes 519, 905 & 289)
Fax (519)672-0268
8:30 - 5:00

WINDSOR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (Within Area Codes 519, 905 & 289)
Fax (519)258-1321
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - NEAR
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

NIAGARA
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (Within Area Codes 519, 905 & 289)
Fax (905)704-3011
8:30 - 5:00

INDUSTRIAL HEALTH AND SAFETY - NEAR (HIGH RISK)
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (Within Area Codes 519, 905 & 289)
Fax (905)704-3011
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906
Fax (905)577-1200
8:30 - 5:00

ISSUES MANAGEMENT/CALL CENTRE
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-9774
Toll Free 1-877-202-0008 (Within Area Codes 519, 905 & 289)
Fax (905)577-1316
8:30 - 5:00

POLICY AND LABOUR MANAGEMENT SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
8:30 - 5:00

The Policy and Labour Management Services Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9293
Fax (416)314-5855
8:30 - 5:00

The Employment and Labour Policy Branch is accountable for policy development and legislation affecting employment rights and responsibilities (e.g. The Employment Standards Act, Pay Equity Act) and labour relations (e.g. the Labour Relations Act) in Ontario. As well, the branch conducts research and provides analysis and policy advice on Ministry of Labour core business activities and Ontario Public Service and Broader Public Service labour relations and employment standards.

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
8:30 - 5:00

Labour Management Services provides neutral third-party assistance to Ontario's labour-management community in the negotiation and administration of collective agreements, provides best practices advice on labour-management relationships, and provides **collective bargaining** information.The program is provided through the Office of the Director of LMS, Mediation Services, Arbitration Services and Collective Bargaining **Information Service**s. Mediation Services aims at promoting harmonious relationships between **employers** and trade **unions** by assisting them in negotiating collective agreements. CBIS offers research and information services to unions, management and government in the area of labour relations and collective bargaining, including regular reports on negotiated changes in wages and benefits provisions. Arbitration Services assists the Minister in carrying out the statutory responsibility for constituting boards of arbitration and appointing single arbitrators under various Acts.

ARBITRATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:30 - 5:00

Arbitration Services assists the Minister of Labour in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations** Act, 1995, the Hospital Labour Disputes Arbitration Act, the Fire Protection and Prevention Act, 1997, and the Ambulance Services **Collective Bargaining** Act, 2001. The service is responsible for receiving and processing requests from **employers** and **trade union**s for the **appointment** of arbitrators and nominees to boards of arbitration. The service identifies individuals qualified to act under ministerial appointment, monitors the progress of arbitration proceedings and catalogues **award**s for public availability. The service maintains a roster of qualified **grievance** arbitrators, in association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration.

COLLECTIVE BARGAINING INFORMATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)326-1277
8:30 - 5:00

Collective Bargaining Information Services unit collects, analyses and distributes information on approximately 9,600 collective bargaining relationships in Ontario. The service provides research and analytical support to a variety of clients including government, labour and management, school boards, law firms, negotiators and academics. The service compiles and analyses **labour relations** trends, collective bargaining outcomes, **wages** and **benefits**, and prepares a number of related reports. In addition to a labour relations/collective bargaining information database, an up-to-date collective agreements **library** is maintained and made available to clients.

COLLECTIVE AGREEMENTS LIBRARY

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
8:30 - 5:00

The Collective Agreements Library houses collective agreements under Ontario jurisdiction, as well as other agreements affecting unionized employees in Ontario. The agreements are available to the public. Copies of collective agreements can be obtained for a fee.

MEDIATION SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:30 - 5:00

Mediation Services aims to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The service provides conciliation and mediation services in order to assist the parties in bargaining collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts. The service also provides programs and assistance to the parties through its interactive solutions program. These programs include: Relationship Building Program, Joint Union/Management Training, Interest-Based Bargaining Training and Facilitation.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE/ONTARIO-QUEBEC POLICY SECRETARIAT

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
8:30 - 5:00

The **Jobs** Protection Office (JPO) assists Ontario **construction** workers and **contractors** in resolving issues related to their ability to work in Quebec, further to bilateral agreements and measures adopted by Ontario and Quebec. It also coordinates enforcement efforts designed to ensure that Ontario legislation pertaining to construction contractors, occupational health and safety, retail sales tax and workplace insurance is complied with.

WORKPLACE INSURANCE, HEALTH AND SAFETY POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00

The Workplace Insurance, Health and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

OFFICE OF THE EMPLOYER ADVISOR

Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
www.employeradviser.ca
8:30 - 5:00

The Office of the Employer Advisor (OEA) provides representation, advice and education to primarily those **employers** with fewer than 100 employees, on workplace safety **insurance** matters. Representation is provided in negotiations, **mediations**, **hearings** and **appeals** at the **Workplace Safety and Insurance** Board (WSIB) and the Workplace Safety and Insurance Appeals Tribunal (WSIAT). The Employer Advisor plays an important role in Ontario's workplace safety and insurance system by promoting the self-reliance of employers, and by resolving disputes in the workplace safety insurance system. The OEA is funded by premiums paid by employers to the WSIB. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and from the WSIB.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)641-4692
8:30 - 5:00

OTTAWA
Assaly Bldg
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)737-9548
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St
Peterborough K9J 8M5
Toll Free 1-800-387-0774
Fax (705)932-4063
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
Toll Free 1-800-387-0774
Fax (705)253-7181
8:30 - 5:00

SUDBURY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)674-8774
8:30 - 5:00

TORONTO
Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00

WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
Toll Free 1-800-387-0774
Fax (519)883-5694
8:30 - 5:00

WINDSOR
Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
Toll Free 1-800-387-0774
Fax (519)978-0266
8:30 - 5:00

OFFICE OF THE WORKER ADVISOR

Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570 (Canada-Wide)
TTY (416)325-5262
Toll Free 1-800-435-8980 (Canada-Wide)
TTY Toll Free 1-866-455-3092
Toll Free French 1-800-661-6365
Fax (416)327-2237
www.owa.gov.on.ca
8:30 - 5:00

The Office of the Worker Advisor (OWA) advises, represents and educates injured **workers** with **Workplace Safety and Insurance** Board (WSIB) **claims** through all stages of the Workplace Safety and Insurance System, including **appeal**s before the Workplace Safety and **Insurance Board** and Workplace Safety and Insurance Appeals Tribunal. OWA services are only available to workers who do not have a union to help them and their survivors. A resource and **information service** focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.

CENTRAL REGION
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495
Fax (416)235-5594
8:30 - 5:00

DOWNSVIEW
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada-Wide)
Fax (416)235-5594
8:30 - 5:00

SUDBURY
Suite 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Canada-wide)
Fax (705)564-4126
8:30 - 5:00

WATERLOO
Unit G 213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Canada-Wide)
Fax (519)883-5659
8:30 - 5:00

NORTHWEST REGION
3rd Flr Suite 335, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Toll Free 1-800-398-3228 (Canada-Wide)
Fax (705)848-2408
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Canada-Wide)
Fax (705)759-6788
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Suite 335, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00

TIMMINS
3rd Flr Suite 303, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Canada-Wide)
Fax (705)267-3633
8:30 - 5:00

SOUTHWEST REGION
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924
Fax (519)873-4500
8:30 - 5:00

HAMILTON
1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Canada-Wide)
Fax (905)540-9355
8:30 - 5:00

LONDON
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Canada-Wide)
Fax (519)873-4500
8:30 - 5:00

SATELLITE OFFICE - SARNIA
171 Kendall St
Sarnia N7T 4G6
General Inquiry (519)344-7261
Fax (519)336-1133
8:30 - 4:30

ST CATHARINES
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Canada-Wide)
Fax (905)704-3019
8:30 - 5:00

WINDSOR
Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Canada-Wide)
Fax (519)254-1741
8:30 - 5:00

TORONTO AND EASTERN REGION
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769
Fax (416)325-4830
8:30 - 5:00

MISSISSAUGA
Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Canada-Wide)
Fax (905)568-1086
8:30 - 5:00

OTTAWA
Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Canada-Wide)
Fax (613)728-8052
8:30 - 5:00

SCARBOROUGH
Unit 3, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Canada-Wide)
Fax (416)325-9855
8:30 - 5:00

TORONTO
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada-Wide)
Fax (416)325-4830
8:30 - 5:00

ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
TTY (416)212-7036
Toll Free 1-877-339-3335
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
9:00 - 5:00

The Ontario **Labour Relations** Board is an independent, quasi-judicial tribunal that adjudicates matters under a variety of statutes. The Labour Relations Act, 1995 gives the Board power to deal with specific labour relations matters including: **certification** of a **trade union**, termination of a trade union's bargaining rights, **complaint**s of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety** Act and other statutes. The Board also hears **appeal**s of orders or decisions of Ministry Health and Safety Inspectors and **Employment Standards** Officers.

EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (**CAATs**) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY HEARINGS TRIBUNAL

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
TTY (416)212-7036
Toll Free 1-877-339-3335
Fax (416)326-7531
9:00 - 5:00

The Pay Equity Hearings Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi-judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

PAY EQUITY COMMISSION

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-1896
Toll Free 1-800-387-8813
Fax (416)314-8741
www.labour.gov.on.ca/pec
8:30 - 5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the workplace. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, and **complaint** resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:
Pay Equity Publications

PUBLIC SERVICE APPEAL BOARDS

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
www.psab.gov.on.ca
8:00 - 5:00

The Public Service **Appeal** Boards is the administrative structure that supports two adjudicative agencies: the **Grievance** Settlement Board and the Public Service Grievance Board.

GRIEVANCE SETTLEMENT BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
www.psab.gov.on.ca
8:00 - 5:00

The Grievance Settlement Board is an adjudicative agency which mediates and adjudicates disputes within the Ontario Public Service.

PUBLIC SERVICE GRIEVANCE BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
www.psab.gov.on.ca
8:00 - 5:00

The Public Service Grievance Board mediates and adjudicates grievances filed by management/ excluded Crown employees under Part V of Regulation 977 to the Public Service Act.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

7th Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
TTY (416)212-7035
Toll Free 1-888-618-8846
Fax (416)326-5164
Fax (416)326-3558 (Publications & Library)
www.wsiat.on.ca
8:30 - 5:00

The **Workplace Safety and Insurance Appeal**s Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & **Insurance Board** (WSIB) matters regarding entitlement to benefits, health care, **vocational rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessment**s, penalties, and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in **court** instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (All Claims Mail)
Toll Free Fax 1-888-313-7373 (All Claims Mail)
www.wsib.on.ca
8:30 - 4:30

Ontario's **Workplace Safety and Insurance** Board (WSIB) plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the **WSIB** facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. The WSIB is entirely funded by employers. The head office of the WSIB is in Toronto and is supplemented by district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices are located in Kingston, Kitchener, North Bay, Sault Ste. Marie, St. Catharines and Timmins.

REFERENCE LIBRARY
Simcoe Pl
17th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-4962
General Inquiry (416)344-4052

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30

The Operations Division staff provide services for Ontario **employers** registered with the **Workplace Safety and Insurance** Board and for workers who claim benefits resulting from workplace injuries and illnesses. Services for employers include firm **registration**, premium **assessment**, and assistance with prevention programs. Services for workers include the adjudication and administration of **compensation** benefits and monitoring of medical treatment. Within Operations are Service Delivery Sectors that provide service within industry sectors that are based on the sector in which the major part of the business operates. Sectors include: Primary Metals, Industrial Sector: Automotive, Manufacturing, Food and Beverage, Chemicals/Plastics and Process, Construction and Transportation, Government Services: Schedule 2, Municipal, Education and Electrical, Services, Health Care, Agriculture, Forestry, Pulp and Paper and Mining.

FAIR PRACTICES COMMISSION

Suite 1205, 123 Front St W
Toronto M5J 2M2
General Inquiry (416)603-3010
TTY (416)603-3022 (For The Hearing Impaired)
Toll Free 1-866-258-4383
TTY Toll Free 1-866-680-2035
Fax (416)603-3021
Toll Free Fax 1-866-545-5357
www.fairpractices.on.ca
8:30 - 4:30 ♿

The Fair Practices Commission is the organizational ombudsman for the Workplace Safety and Insurance Board (WSIB), addressing concerns about alleged unfair WSIB practices. While part of the WSIB, the Commission operates at arms-length, and the Commissioner reports directly to the Board of Directors through the Chair. The Commission is independent of line operations, impartial and neutral, and protects confidentiality.

ACTS

Ambulance Services Collective Bargaining Act, 2001
Back to School Act (Hamilton-Wentworth District School Board), 2000
Back to School Act (Simcoe Muskoka Catholic District School Board), 2002
Back to School Act (Toronto Catholic Elementary) and Education and Provincial Schools Negotiations Amendment Act, 2003
Back to School Act (Toronto and Windsor), 2001
City of Toronto Labour Disputes Resolution Act, 2002
Crown Employees' Collective Bargaining Act, 1993
Employment Standards Act, 2000
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999
Fire Protection and Prevention Act, 1997 (Part IX Firefighters: Employment and Labour Relations)
Hospital Labour Disputes Arbitration Act
Labour Relations Act,1995
Ministry of Labour Act
Occupational Health & Safety Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
SARS Assistance and Recovery Strategy Act, 2003, Part I (Sars Emergency Leave)
Smoking in the Workplace Act
Workplace Safety and Insurance Act, 1997

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
www.mah.gov.on.ca
8:30 - 5:00

The Ministry of Municipal Affairs and Housing's goal is an Ontario made up of strong urban and rural communities with dynamic local economies and a quality of life that is second to none. The ministry promotes accountable local governments that are able to plan, manage and invest for the future. The ministry works to strengthen Ontario communities by promoting a housing market that serves the full range of housing needs, protects tenants, and encourages private sector building. The ministry also provides opportunities for supportive programs for low-income tenants and housing for special-needs tenants, and supports the creation of affordable housing.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041 (Customer Assistance)
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
Fax (416)585-6227
8:30 - 5:00

Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

BUSINESS MANAGEMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7209
Fax (416)585-6191
8:30 - 5:00

For inquiries related to the following services, please refer to Ontario Shared Services under Ministry of Government Services: financial processes such as accounts payable, accounts receivable and financial system maintenance; mail, print and records management services; payroll and benefits; purchasing and strategic procurement services.

CONTROLLERSHIP AND FINANCIAL PLANNING BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6360
Fax (416)585-7328
8:30 - 5:00

Controllership and Financial Planning Branch is responsible for coordinating the results based planning process; the financial controllership framework; financial systems and accounting services for all ministry program areas and support to the ministry's agencies, boards and commissions. The

branch coordinates financial management processes throughout the year and serves as the one-window liaison services for Management Board related matters.

CORPORATE PLANNING BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7014
Fax (416)585-7643
8:30 - 5:00

The Corporate Planning Branch is responsible for developing and coordinating the ministry's strategic planning process, including the non-financial components of the Results-Based Plan, ministry performance measures and coordinating the branch, division and agency business plans; co-leading the ministry Electronic Service Delivery and Knowledge Management initiatives with the Technology and Business Solutions Branch; the Cabinet and Cabinet committee briefing service of the Minister; the Cabinet Office liaison service; Environmental Bill of Rights; ministry implementation of Freedom of Information and Protection of Privacy and the Ontarians with Disabilities Act; the ministry Quality Service Strategy; strategic research; virtual library services; facilities management; and the Reach for Excellence employee recognition award.

INVESTIGATION AND ENFORCEMENT UNIT

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7214
Toll Free 1-888-772-9277
Fax (416)585-6464 (Investigation)
www.ieu.mah.gov.on.ca
8:30 - 5:00

The Investigation and Enforcement Unit is responsible for monitoring compliance with all 34 offence provisions of the **Tenant** Protection Act, carrying out **inspection**s on properties where there has been a complaint, issuing Work Orders when required and trying to get alleged offenders to comply with request. Where there is non compliance, investigations will be carried out with a view to prosecution.

LEGAL SERVICES BRANCH

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6514
Fax (416)585-4003
8:30 - 5:00

The Legal Services Branch provides a full range of legal services to the ministry including providing legal advice on policy and programs to the Minister, Deputy Minister and senior staff. It assumes responsibility for managing all litigation, including court and tribunal proceedings and prosecutions in which the ministry has an interest; provides legal opinions; drafts legislation and regulations; prepares orders in council; drafts agreements and other legal documents necessary for the effective delivery of ministry initiatives. Branch staff are seconded to the Ministry of Municipal Affairs and Housing by the Ministry of the Attorney General.

ORGANIZATIONAL EFFECTIVENESS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7259
8:30 - 5:00

The Organizational Effectiveness Branch provides expertise and consultation in assessing, diagnosing and aligning the organizational structure and processes, with the ministry's business goals. It leads the design, development and implementation of human resources and labour management initiatives, which support the strategic and tactical needs of the organization; provides expertise and strategic support on change management and organizational renewal; champions a learning culture within the ministry by promoting the application of innovative and effective approaches to learning to meet current and future competencies; and develop strategies to maintain and build on a positive labour management relationship within the ministry.

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4048
Fax (416)585-7394
8:30 - 5:00

As part of the Community Services I & IT Cluster, we provide information and information technology (I & IT) services to clients in the intergovernmental affairs, municipal affairs and housing portfolios. We manage services provided by the cluster, OPS and/or other service providers on behalf of ministry clients; deliver services to enable the ministry's program areas to leverage I & IT; and offer advice, training and support to all users of the ministry's information technology facilities and functions.

COMMUNITY SERVICES I&IT CLUSTER - OFFICE OF THE CHIEF INFORMATION OFFICER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371
8:30 - 4:45

Office of the Chief Information Officer, Community Services I&IT Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

HOUSING DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6277
Fax (416)585-6800
8:30 - 5:30

The Housing Division is delivering on the government's commitments on affordable housing: to create a regulatory framework that protects tenants and encourages proper maintenance and investment in rental housing; and to support municipalities, housing providers and other external stakeholders, helping them meet their housing responsibilities. In carrying out its mandate, the

division provides a full range of services: policy development, program design and delivery and administrative support for social housing providers.

DELIVERY BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6398
www.mah.gov.on.ca

The Delivery Branch is responsible for implementing the Canada-Ontario Affordable **Housing** Program. The Delivery Branch delivers the existing Affordable Housing Pilot Program and the new Affordable Housing Program. This delivery occurs through partnerships with municipal service managers, non-profit and co-operative home providers, the private sector and non-profit builders. Responsibilities of the Delivery Branch include: implementing contribution agreements, tracking progress of approved projects, monitoring and addressing issues, managing project cash flow, ensuring timely and accurate payments and undertaking joint communications with the Canada Mortgage and Housing Corporation (CMHC).

FACILITATION BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6699

The Facilitation Branch is responsible for resolving issues impeding the development of affordable housing projects in the rental, home ownership and rural and remote components of the Affordable Housing Program. The Branch also is responsible for the Government Lands for Affordable Housing Initiative.

MARKET HOUSING BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7544
Fax (416)585-7607
8:30 - 5:00

The Market **Housing** Branch provides the policy and regulatory framework that promotes a healthy and efficient housing market in Ontario by supporting the development of affordable housing, supporting consumer protection legislation, and preparing research and analysis of the housing market.

SOCIAL HOUSING BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Toll Free 1-866-846-3949
Fax (416)585-7003
8:30 - 5:00

The Social **Housing** Branch sets the framework for municipal administration of social housing throughout the province, including non-profit, cooperative and former public housing. The branch manages the province's contingent liability for social housing and continues to perform ongoing provincial responsibilities as prescribed in the Social Housing Reform Act, 2000. For information on subsidized housing, contact your municipality.

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Fax (416)585-7003
8:30 - 5:00

Ontario **Housing** Corporation (OHC) is a Crown Corporation of the Ministry of Municipal Affairs and Housing. OHC transferred its public housing to municipal control effective, January 1, 2001. OHC continues to carry out certain obligations associated with the financing of the public housing program and the Dr. Albert Rose Bursary Program.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00

The Ontario **Mortgage** Corporation is a corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors. The corporation is responsible for mortgage administration services.

LOCAL GOVERNMENT DIVISION

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6320
Fax (416)585-6463
8:30 - 5:00

Local Government Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and accountability, service delivery, as well as the development of strategies for consultation with municipalities, municipal organizations and client groups.

MUNICIPAL FINANCE BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6310
Fax (416)585-6315
8:30 - 5:00

The Municipal Finance Branch is responsible for the development of the policy and legislative framework for municipalities that promotes an accountable, competitive and sustainable municipal sector. The branch develops options to support the provincial-municipal financial relationship. Municipal borrowing and investment, revenue sources, and Ontario Municipal Employees Retirement System (OMERS) **pension** governance are among the policy issue administered by this branch.

MUNICIPAL GOVERNANCE AND STRUCTURES BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6709
Fax (416)585-7638

Municipal Governance and Structures Branch (MGSB) is responsible for the development of policy and legislation to promote a strong, accountable and competitive municipal sector. The branch focuses on the legislative framework for municipal powers and responsibilities in such legislation as the Municipal Act, 2001, Municipal Election Act and a variety of other Acts that provide a legislative framework for municipalities. MGSB also provides advice and considers changes to legislation as well as addressing emerging issues in regard to the structure for local governments and for the provision of municipal services.

MUNICIPAL PERFORMANCE AND ACCOUNTABILITY BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6022
Fax (416)585-6161

The **Municipal** Performance and Accountability Branch (MPAB) develops and implements initiatives and policies which improve the capacity of local governments to deliver better services in a more accountable manner. MPAB is responsible for the Municipal Performance Measurement Program (MPMP) and the municipal Financial Information Return (FIR) and other initiatives aimed at improving municipal service delivery, procurement policies, labour policies, and other municipal accountability measures.

URBAN AFFAIRS AND STAKEHOLDER RELATIONS BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4260
Fax (416)585-7695

The mandate of the Urban Affairs and Stakeholder Relations Branch (UASRB) is to manage the province's relationships with Ontario's two largest municipalities-Toronto, Ottawa - and with major municipal associations including the Association of Municipalities of Ontario (AMO). The branch administers the province's Memorandum of Understanding (MOU) with AMO and is also responsible for inter-governmental relations with the federal government and other provinces and territories.

MUNICIPAL SERVICES DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6429
Fax (416)585-6445
9:00 - 5:00

As the ministry's primary liaison with municipal sector clients, the Municipal Services Division fosters productive and cooperative provincial-municipal relations through direct client contact and delivers statutory, program, education and advisory services to promote strong communities and local governments.

MUNICIPAL PROGRAMS AND EDUCATION BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

Municipal Programs and Education Branch delivers programs, such as the Ontario Disaster Relief Assistance Program, and education/training to enhance the capacity of **municipalities** to deliver services in a strong, effective and responsible manner in partnership with the Municipal Services Offices.

Services offered to the Public:
Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

HYDRO CORRIDORS UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00

The Hydro Corridors Unit leads an inter-ministerial planning exercise to identify provincial and inter-regional linear public secondary use interests along corridor lands owned by the Province.

LOCAL GOVERNMENT UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00

The Local Government Unit provides education, training, information and strategic project services to support strong municipal governance and to develop relationship networks with ministries and the municipal sector on the same.

OMB INFORMATION COORDINATION UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00

OMB Information Coordination Unit coordinates Ontario Municipal Board appeals and hearings with partner ministries, regional MMAH Offices and Legal Branch, and information services for the Division.

PLANNING UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00

The Planning Unit provides education, training and strategic project services to support strong land use planning, the environment and housing and to develop relationship networks with ministries and the municipal sector on the same.

MUNICIPAL PROGRAMS

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

The Municipal Programs unit administers the overall operation of transfer payment programs for the Municipal Services Division and coordinates Disaster Relief Programs.

DISASTER RELIEF

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00

The **Disaster** Relief unit coordinates recovery and relief programs for the government in the event of a disaster or significant emergency. The unit also undertakes policy reviews to ensure continuous improvement to assistance programs.

TRANSFER PAYMENT UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7230
8:30 - 5:00

The Transfer Payment Unit manages detailed payment administration, forecasting and fund recovery activities for a portfolio of transfer payment programs.

MUNICIPAL SERVICES OFFICES

The Municipal Services Offices (MSOs) provide ongoing operational guidance to municipal clients with the aim of building strong communities and developing accountable local governments. MSOs respond to and anticipate municipal issues and trends of provincial interest, communicate key government priorities to municipal stakeholders, and assist **municipalities** to access government programs and to capitalize on best practices in municipal finance and administration. MSOs also provide 'one window' planning service for provincial input, review, decision-making and appeal of planning applications and assist in the delivery of education and advisory services to promote effective community planning. Services offered to the public: **Land use planning** approvals where MMAH is the approval authority; Land use planning education, training and communications.

CENTRAL MUNICIPAL SERVICES OFFICE
2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6226 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton & Toronto)
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara & Hamilton)
Fax (416)585-6882
8:30 - 5:00

EASTERN MUNICIPAL SERVICES OFFICE
Rockwood House
8 Estate Lane
Kingston K7M 9A8
(613)548-4304 (Frontenac, Leeds & Greenville, Lennox & Addington)
Toll Free 1-800-267-9438 (Ottawa, Prescott-Russell, Prince Edward, Stormont, Dundas/ Glengarry, Kawartha Lakes, Renfrew)
Toll Free 1-800-267-9438 (Peterborough, Haliburton, Hastings, Lanark, Northumberland)

Fax (613)548-6822
8:30 - 5:00

NORTHEASTERN MUNICIPAL SERVICES OFFICE
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Sudbury, Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00

NORTHWESTERN MUNICIPAL SERVICES OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay, Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00

SOUTHWESTERN MUNICIPAL SERVICES OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4020
Toll Free 1-800-265-4736
Fax (519)873-4018
8:30 - 5:00

PLANNING AND DEVELOPMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6778
Fax (416)585-6467
9:00 - 5:00

The Planning and Development Division is responsible for the legislative, policy and administrative framework for land use planning and the construction of buildings.

BUILDING AND DEVELOPMENT BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
www.obc.mah.gov.on.ca
8:30 - 5:00

The **Building** and Development Branch is responsible for the regulatory framework for the **construction** of buildings under the Building Code; qualifying and registering building practitioners; developing Code training materials; providing Code interpretation advice; and for the maintenance of existing buildings through municipal property standards.

Services offered to the Public:
Building Regulation

NORTH PICKERING LAND EXCHANGE TEAM

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6366
Fax (416)585-7305
8:30 - 5:00

The North Pickering **Land** Exchange Team will implement the portion of the Oak Ridges Moraine **Conservation** Plan that will see environmentally sensitive lands currently in private ownership

conveyed to the public trust in exchange for these owners receiving certain provincially owned lands of equivalent value in the City of Pickering. The team leads ministry negotiations with the private landowners on behalf of the province and will coordinate planning and development activities on the Pickering lands, commonly known as Seaton.

PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Fax (416)585-4006
Fax (416)585-4245
8:30 - 5:00

The Provincial Planning and Environmental Services Branch (PPESB) provides leadership in **land use planning** through the development, administration and monitoring of policy and legislation (the Planning Act and related legislation). It undertakes research and analysis of land use planning issues, fosters excellence in land use planning by identifying and promoting innovative planning practices to improve Ontario's land use planning system and meet government objectives. It articulates matters of provincial interest, through the Provincial Policy Statement (PPS) and provincial plans as required. The branch is also responsible for the stewardship of major and strategic land use policy initiatives (e.g. Golden Horseshoe Greenbelt Protection, Planning Reform). PPESB is the lead branch in providing Geographic Information Systems (GIS) applications, information integration and web-based GIS tools in land use planning to expand on-line services and fulfill the E-government agenda.

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6503
Fax (416)585-7455
Fax (416)585-7531
www.obc.mah.gov.on.ca
8:30 - 5:00

The **Building Code** Commission resolves disputes related to the sufficiency of compliance with the Building Code's technical requirements. Typically, the parties to such disputes are building officials and building **permit** applicants or persons to whom orders have been issued.

Services offered to the Public:
Resolution of Building Code Disputes

BUILDING MATERIALS EVALUATION COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4234
Fax (416)585-7531
Fax (416)585-7455

The **Building** Materials Evaluation Commission (BMEC) reviews and evaluates innovative building materials, systems and designs for use in **construction** in Ontario. Typically, applicants to the BMEC are manufacturers, distributors and/or marketers of construction products.

Services offered to the Public:
Evaluation of New Building Materials, Systems and Designs

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
Toronto M5G 2E5
(416)645-8080 (Toronto Calling Area Public Information)
(416)585-7295 (Reception - Head Office)
Toll Free 1-888-332-3234 (Public Information)
Fax (416)585-6363
www.orht.gov.on.ca
8:30 - 5:00

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. Offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. The Tribunal also distributes forms and information brochures and conducts **hearings** to adjudicate landlord-tenant disputes.

Services offered to the Public:
Adjudication of Landlord/Tenant Applications
Mediation

TRIBUNAL OFFICES

CENTRAL REGIONAL OFFICE
Suite 520, 3 Robert Speck Pky
Mississauga L4Z 2G5
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (905)279-7286
Toll Free Fax 1-888-322-2841
8:30 - 5:00

BARRIE GIC CO-LOCATION OFFICE
Ground Flr, 34 Simcoe St
Barrie L4N 6T4
Toll Free 1-888-332-3234
Fax 1-888-322-2841
8:30 - 5:00

EASTERN REGIONAL OFFICE
4th Flr, 255 Albert St
Ottawa K1P 6A9
Toll Free 1-888-332-3234
Fax (613)787-4024
Toll Free Fax 1-888-377-8805
8:30 - 5:00

KINGSTON GIC CO-LOCATION OFFICE
Ontario Government Ctr Beechgrove Complex
Main Flr, 51 Heakes Lane
Kingston K7M 9B1
Toll Free 1-888-332-3234
Fax 1-888-377-8805
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 1003, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-888-332-3234
Fax 1-888-377-8805
8:30 - 5:00

THUNDER BAY GIC CO-LOCATION OFFICE
Suite 114, 435 South James St
Thunder Bay P7E 6S7
Toll Free 1-888-332-3234
Fax 1-888-377-8805
8:30 - 5:00

SOUTHERN REGIONAL OFFICE
6th Flr, 119 King St W
Hamilton L8P 4Y7
Toll Free 1-888-332-3234
Fax (905)521-7870
Toll Free Fax 1-866-455-5255
8:30 - 5:00

ST CATHARINES GIC CO-LOCATION OFFICE
Main Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free 1-888-332-3234
Fax 1-866-455-5255
8:30 - 5:00

SOUTHWESTERN REGIONAL OFFICE
Suite 400, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-888-332-3234
Fax (519)679-7290
Toll Free Fax 1-888-377-8813
8:30 - 5:00

KITCHENER GIC CO-LOCATION OFFICE
Government Information Ctr-Kitchener City Hall
200 King St W
Kitchener N2G 4G7
Toll Free 1-888-332-3234
Fax 1-888-377-8813
8:30 - 5:00

OWEN SOUND GIC CO-LOCATION OFFICE
Suite 3, 1400 1st Ave W
Owen Sound N4K 6Z9
Toll Free 1-888-332-3234
Fax 1-888-377-8813
8:30 - 5:00

WINDSOR CLIENT SERVICE OFFICE
Suite 602, 880 Ouellette Ave
Windsor N9A 1C7
Toll Free 1-888-332-3234
Fax 1-888-377-8813
8:30 - 5:00

TORONTO EAST/DURHAM REGIONAL OFFICE
Unit 2, 2275 Midland Ave
Toronto M1P 3E7
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)314-8649
Toll Free Fax 1-888-377-8809
8:30 - 5:00

DURHAM GIC CO-LOCATION OFFICE
590 Rossland Rd E
Whitby L1N 9J4
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax 1-888-377-8808
8:30 - 5:00

PETERBOROUGH GIC CO-LOCATION OFFICE
Main Flr, 300 Water St
Peterborough K9J 8M5
Toll Free 1-888-332-3234
Fax 1-888-377-8808
8:30 - 5:00

TORONTO NORTH REGIONAL OFFICE
Suite 700, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)314-9567
8:30 - 5:00

TORONTO SOUTH REGIONAL OFFICE
Suite 212, 79 St Clair Ave E
Toronto M4T 1M6
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)326-9838
8:30 - 5:00

ACTS

Building Code Act, 1992
City of Greater Sudbury Act, 1999
City of Hamilton Act, 1999
City of Kawartha Lakes Act, 2000
City of Ottawa Act, 1999
City of Toronto Act, 1997
City of Toronto Act, 1997 (No. 2)
Commercial Tenancies Act
Development Charges Act, 1997
Elderly Person's Housing Aid Act
Geographic Township of Creighton-Davies Act, 1997
Geographic Township of Hansen Act, 1986
Greenbelt Act, 2005

Housing Development Act
Line Fences Act
Ministry of Municipal Affairs and Housing Act
Municipal Act, 2001
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elections Act, 1996
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Tax Assistance Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
OC Transpo Payments Act, 2000
Oak Ridges Moraine Conservation Act, 2001
Oak Ridges Moraine Protection Act, 2001
Ontario Housing Corporation Act
Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act, 1994
Planning Act
Public Utilities Act
Regional Municipality of Peel Act, 2005
Road Access Act
Shoreline Property Assistance Act
Social Housing Reform Act, 2000
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act, 2002
Toronto Islands Residential Community Stewardship Act, 1993
Town of Haldimand Act, 1999
Town of Moosonee Act, 2000
Town of Norfolk Act, 1999

MINISTRY OF NATURAL RESOURCES

Whitney Block
6th Flr Rm 6630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry 1-800-667-1940
www.mnr.gov.on.ca

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources such as land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 5:00

The Communications Services Branch (CSB) provides strategic communications advice and support to the Minister, Deputy Minister and Assistant Deputy Ministers. Complete corporate communications guidance is provided for all policy, program and operational areas across the ministry. The branch develops and implements communications and issues management plans, advertising campaigns, media events and produces media products such as press releases and backgrounders. The branch also manages the ministry's inter/intranet websites. Publications are available to the public through the Natural Resources Information Centre (NRIC) in Toronto and Peterborough by calling 1-800-667-1940 (English and French) and through some local ministry offices.

LEGAL SERVICES BRANCH

Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2002
Fax (416)314-2030
8:45 - 5:00

Legal Services Branch provides legal advice to the Minister, Deputy Minister and Ministry of Natural Resources (MNR) divisional staff. MNR lawyers provide legal advice on more than 40 provincial statutes administered by, or under the responsibility of the Minister of Natural Resources. These statutes deal with resource management and conservation issues, such as forestry, provincial parks, conservation authorities, fisheries, wildlife, water resources, aviation, firefighting, public lands and aboriginal resource matters.The branch also interprets statutes and legislation, and reviews and provides legal advice on MNR policies. Staff prepare legislation, regulations, orders-in-council, agreements, leases and licences. They also draft contracts and negotiate dispute settlements.The branch assists in the preparation of civil cases affecting MNR and represents MNR at hearings before administrative tribunals. The branch prosecutes significant cases and pursues appeals if necessary.

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327

The Office of the **Mining** and **Lands** Commissioner is an independent judicial and quasi judicial tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

CORPORATE MANAGEMENT DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 5:00

Corporate Management Division provides leadership in strategic management, business and fiscal planning, land use planning strategy, controllership, administrative policy development, central agency liaison, human resources, organizational learning, program evaluation, assets and facilities management, revenue management, risk assessment, performance measurement, employee health and safety, and management of relationships with internal and external service providers.

FINANCE AND BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 5:00

The Finance and Business Services Branch is responsible for corporate financial management, infrastructure management, service management, quality assurance and management support services. This includes corporate accounting, controllership, accommodation management, infrastructure planning and management, financial planning and analysis, business consulting services, corporate support services, quality management services, business continuity planning and management of internal service providers.

HUMAN RESOURCES BRANCH

Robinson Pl SouthTower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2125
Fax (705)755-3108
Fax (705)945-5970 (Sault Ste Marie)
8:30 - 5:00

The Human Resources Branch provides leadership for the ministry's human resources program in support of the ministry business goals and objectives. This includes delivery of advisory services to managers who have primary responsibility for human resources management. The branch provides ministry human resources management direction through effective policies and business practices that are supplemental to corporate directives, collective agreements and legislation. The primary areas of responsibility include occupational health and safety, human resources planning, learning, diversity, revitalization, youth programs, staff relations, staffing, compensation, French language services, public education and recognition and awards. The branch is also the liaison on human resources matters with Ontario Shared Services, Centre for Leadership and Human Resources Management, and applicable bargaining agents.

POLICY AND PLANNING COORDINATION BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948

The Policy and Planning Coordination Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation, audit and land use coordination. It also leads the review and implementation of the ministry's management and performance measure systems. Policy and Planning Coordination Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FIELD SERVICES DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry 1-800-667-1940
Fax (416)314-2629

Field Services Division is MNR's local presence in communities across the province, delivering integrated programs on the frontlines of resource management through the ministry's three regions and 25 districts. The division delivers a complex array of programs including provincial enforcement, native affairs, fisheries, forests and provincial lands, in addition to such ministry resources as finance, facilities and engineering infrastructure, equipment and vehicles. Staff with a wide range of resource management experience work in area teams that are located both in district offices and in 17 area offices. The offices and staff in the division are the principal window to MNR for members of the public, for clients and for stakeholders.

ABORIGINAL AFFAIRS UNIT

Robinson Pl
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372

Aboriginal Affairs Unit provides leadership to the ministry in building Aboriginal relations, and in developing Aboriginal related policies and strategies. The unit represents the ministry's interest in inter-ministry and inter-governmental Aboriginal related forums and processes.

ENFORCEMENT BRANCH

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1777
Fax (705)755-1757

The **Enforcement** Branch of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The branch is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The branch liaises and networks with other compliance and enforcement agencies; collects intelligence information on resource violators at a regional and provincial level; reviews and provides direction on the execution of search warrants; and coordinates the planning and execution of special **investigation**s.

REGIONS (NORTHEAST, NORTHWEST, SOUTHERN)

The ministry's regions (NE, NW, S) listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them; and providing engineering, aviation, **fire** management and **emergency** response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
(705)235-1157 (Northeast Region Office Only)
Fax (705)235-1246
Fax (705)235-1226 (Regional Director - Confidential)

CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - CHAPLEAU (EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376

COCHRANE DISTRICT
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-4365
Fax (705)272-7183
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - COCHRANE (EAST FIRE REGION)
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7136
Fax (705)272-7151
Fax (705)362-7515 (Hearst)

MOOSONEE OFFICE
Ontario Government Bldg
Revillion Rd N
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
Fax (705)336-2983
8:30 - 5:00

EAST FIRE REGION
Sudbury Airport Complex
Unit 14A, 2621 Skead Rd
PO Bag 500
Garson P3L 1W3
General Inquiry (705)564-6019
Fax (705)564-6033

HEARST DISTRICT
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)372-2245 (Including Missinaibi West Area Team)
8:30 - 5:00

KAPUSKASING AREA OFFICE
Government Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6191
Fax (705)337-9345 (Including Kapuskasing Area Team)
8:30 - 5:00

KIRKLAND LAKE DISTRICT
10 Government Rd E
PO Box 910
Kirkland Lake P2N 3K4
General Inquiry (705)568-3222
Fax (705)568-3200
8:30 - 5:00

NORTH BAY DISTRICT
3301 Trout Lake Rd
North Bay P1A 4L7
(705)475-5550 (North Bay District)
Fax (705)475-5500 (Including Temagami, Tomiko & Wasi Area Teams)
Fax (705)475-5595 (District Manager/Support Services)
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - NORTH BAY (EAST FIRE REGION)
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5550
Fax (705)475-5559

SAULT STE MARIE DISTRICT
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450
8:30 - 5:00

BLIND RIVER AREA OFFICE
62 Queen Ave
PO Box 190
Blind River P0R 1B0
General Inquiry (705)356-2234
Fax (705)356-7441
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - SAULT STE MARIE (EAST FIRE REGION)
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450

SUDBURY DISTRICT
Suite 5, 3767 Hwy 69 S
Sudbury P3G 1E7
General Inquiry (705)564-7823
Fax (705)564-7879
8:30 - 5:00

ESPANOLA AREA OFFICE
148 Fleming St
Espanola P3E 1R8
General Inquiry (705)869-1330
Fax (705)869-4620
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)
Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
PO Bag 500
Garson P3L 1W3
General Inquiry (705)564-6000
Fax (705)564-6059

TIMMINS DISTRICT
Ontario Government Complex
1270 Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)235-1377 (Including Nighthawk & Mattagami Area Teams)
Fax (705)235-1331 (Warehouse)
Fax (705)755-1373 (Fire)
Fax (705)235-1376 (Enforcement Secure)
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)235-1373 (Timmins)
Fax (705)642-4204 (Kirkland Lake)

GOGAMA AREA OFFICE
2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040
Fax (705)894-2281 (Enforcement Secure)
8:30 - 5:00

WAWA DISTRICT
160 Mission Rd
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-7511
Fax (807)868-2842 (Hornepayne)
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - WAWA (EAST FIRE REGION)
160 Mission Rd
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-4849

MANITOUWADGE AREA OFFICE
Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631
8:30 - 5:00

NORTHWEST REGION
Ontario Government Bldg
Suite 221A, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)473-3023

DRYDEN DISTRICT
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824
8:30 - 5:00

DRYDEN FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
95 Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7350
Fax (807)937-7349

IGNACE AREA OFFICE
Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304
8:30 - 5:00

FORT FRANCES DISTRICT
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-4438
Fax (807)274-5553
8:30 - 5:00

ATIKOKAN AREA OFFICE
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185
8:30 - 5:00

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8643
Fax (807)274-5553

KENORA DISTRICT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736
8:30 - 5:00

KENORA FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
Airport Rd
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:30 - 5:00

NIPIGON DISTRICT
5 Wadsworth Dr
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993
8:30 - 5:00

GERALDTON AREA OFFICE
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335
8:30 - 5:00

GREENSTONE FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
Geraldton District Airport
Hwy 584
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558
Fax (807)854-1788

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-3400
8:30 - 5:00

NORTHWEST REGION FIRE MANAGEMENT CENTRE
95 Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060
Fax (807)476-2271 (Thunder Bay)
Fax (807)937-7282 (Program Manager)

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
Fax (807)727-3182 (Fire Headquarters)
Fax (807)727-2861 (District Office)
8:30 - 5:00

RED LAKE FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
139 Forestry Point Rd
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2000
Fax (807)727-3182
8:30 - 5:00

SIOUX LOOKOUT DISTRICT
49 Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1140
Fax (807)737-3581 (District Manager)
Fax (807)737-1813
8:30 - 5:00

SIOUX LOOKOUT FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
Hwy 72
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1145
Fax (807)737-3530

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527
8:30 - 5:00

THUNDER BAY FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
1580 Arthur St W
Thunder Bay P7K 1A6
General Inquiry (807)476-2200
Fax (807)476-2312

SOUTHERN REGION
Robinson Pl South Tower
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2000 (Government Information Centre)
Fax (705)755-1677 (Government Information Centre)
Fax (705)755-3233 (Regional Office)

AURORA DISTRICT
50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7400
Fax (905)713-7415 (District Manager)
Fax (905)713-7359 (Mailroom)
Fax (905)713-7429 (Enforcement)
Fax (905)713-7360 (3rd Flr)
Fax (905)713-7361 (4th Flr)
8:30 - 5:00

AYLMER DISTRICT
353 Talbot St W
Aylmer N5H 2S8
General Inquiry (519)773-9241
Fax (519)773-9014
8:30 - 5:00

CHATHAM AREA OFFICE
870 Richmond St W
PO Box 1168
Chatham N7M 5L8
General Inquiry (519)354-7340
Fax (519)354-0313
8:30 - 5:00

BANCROFT DISTRICT
106 Monck St
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-0608
Fax (613)332-3672 (District Manager)
8:30 - 5:00

HALIBURTON FIRE MANAGEMENT HEADQUARTERS
Wallings Rd
PO Box 120
Haliburton K0M 1S0
General Inquiry (705)457-2107
Fax (705)457-1884

MINDEN AREA OFFICE
Hwy 35 By-Pass
PO Box 820
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355
8:30 - 5:00

GUELPH DISTRICT
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4955
Fax (519)826-4929
8:30 - 5:00

HURON/PERTH AREA OFFICE
100 Don St
PO Box 819
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031
8:30 - 5:00

NIAGARA AREA OFFICE
4890 Victoria Ave N
PO Box 5000
Vineland L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-1154
8:30 - 5:00

KEMPTVILLE DISTRICT
Provincial Government Bldg
10 Campus Dr
PO Bag 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920
Fax (613)342-7544 (Brockville)
Fax (613)932-8969 (Cornwall)
Fax (613)267-7954 (Perth)
8:30 - 5:00

KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS
10 Campus Dr
PO Bag 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Huronia Area)
8:30 - 5:00

OWEN SOUND AREA OFFICE
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Owen Sound Area)
8:30 - 5:00

OWEN SOUND FIRE MANAGEMENT HEADQUARTERS
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)371-5294
Fax (519)371-5037
Fax (519)773-9014 (Aylmer)

PARRY SOUND DISTRICT
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-8828 (Including Parry Sound Area Team)
8:30 - 5:00

BRACEBRIDGE AREA OFFICE
Hwy 11 N & 1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372
8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4251
Fax (705)746-9740

PEMBROKE DISTRICT
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-2972
Fax (613)732-5539 (Secure)
8:30 - 5:00

PETERBOROUGH DISTRICT
South Tower
1st Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2001
Fax (705)755-3125
Fax (705)755-3151 (District Manager secure)
Fax (705)755-1138 (Enforcement secure)
8:30 - 5:00

BELLEVILLE WORKCENTRE
c/o Sir James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730
8:30 - 5:00

LINDSAY WORKCENTRE
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)755-2001
Fax (705)324-1638 (Stewardship Coordinator)

TWEED WORKCENTRE
Old Troy Rd
PO Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

FORESTS DIVISION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry 1-800-667-1940
Fax (705)945-5977

The Forests Division is committed to sustainable forest management, healthy forests, providing balanced environmental, social and economic benefits now and for the future. Ontario is a recognized world leader in its forest and forest fire management programs and practices. Sustainable forest management is critical to a dynamic provincial economy. Our division's three branches, Forest Management, Industry Relations and Aviation and Forest Fire Management, work with MNR's field organization and stakeholders to ensure that this vision is met. The expert support and advice provided by Forests Division staff to forest users will ensure the wise use of Ontario's forests for generations to come.

AVIATION AND FOREST FIRE MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)779-2149 (Aviation)
General Inquiry (705)945-5792 (Fire)
Fax (705)945-6893 (Aviation)
Fax (705)945-5785 (Forest Fire Management)
Fax (705)945-5959 (Director's Office)

The **Aviation** and **Forest Fire** Management Branch provides forest fire management services for the province including: fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight, maintenance crews, equipment in support of forest fire and natural resources management, and other specialized aviation services, including non-scheduled air transport to all government ministries and agencies; and **emergency** management in response to forest fires, **floods**, drought/low water, dam failures, erosion, soil and bedrock instability, crude oil and natural gas exploration, natural gas and hydrocarbon underground storage, and salt solution mining emergencies.

FOREST MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (705)945-6667

The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, standards and related forest management planning mechanisms. Forest Management Branch also leads initiatives to establish and maintain mechanisms for evaluating and reporting on forest management practices and enhancing competency to meet standards and ensure forest sustainability.

INDUSTRY RELATIONS BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6644
Fax (705)945-6667

The role of the Industry Relations Branch (IRB) is to provide a high level of service to the **forest** industry. The branch is committed to working collaboratively with industry to manage Ontario's forests and, more specifically, to implement the Ontario's Living Legacy land-use planning strategy. IRB will advocate on behalf of the forest industry, while ensuring that the public interest in ecological sustainability is addressed. The branch is also responsible for leading and providing direction in the management of Ontario's forest resources, specifically as it relates to **wood** supply, **licensing**, wood measurement, economic development opportunities, and softwood lumber trade issues.

FOREST BUSINESS AND ECONOMICS SECTION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6674
Fax (705)945-6667
Fax (705)541-5111
Fax (807)473-3023 (Thunder Bay)
Fax (705)755-3292 (Peterborough)
Fax (705)235-1246 (South Porcupine)

The Forest Business and Economics Section (FB&E) has seven key areas of responsibility: **timber** pricing, value-added, trade issues, forest industry promotion, analysis and approval of forest industry business plans and Socio-Economic analysis. The section also leads the Minister's Council on Forest Sector Competitiveness.

WOOD ALLOCATION AND MEASUREMENT SECTION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6659
Fax (705)541-5111

The **Wood** Allocation and Measurement Section has four primary areas of responsibility: Wood Supply and Disposition, **Forest** Resource Licensing, Wood Measurement and Mill Licensing. Wood Supply and Disposition involves rationalizing available wood supply with wood commitments to mills, mill requirements and consumption. Forest Resource Licensing involves issuing licenses to permit access, harvest, renewal, tending and protection of forest resources according to approved forest management plans and wood flow to mills according to commitments. Wood measurement involves scaling, calculating Crown stumpage charges, utilization and wood deliveries to mills. Mill Licensing involves approving mill business plans, operations, mill requirements and monitoring consumption and production.

LAND AND RESOURCES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1517

Land and Resources Cluster (LRC) delivers information and information technology services to the Ministries of Agriculture, Food and Rural Affairs, Northern Development and Mines, Natural Resources and Environment. Services provided by LRC include application development, desktop support, helpdesk, security, technical, application and business architecture, information management and operations support to all core business areas of the participating ministries. Additionally, LRC provides consulting and project management services for the implementation of new business applications.

CHIEF INFORMATION OFFICER'S OFFICE

Robinson Pl
3rd Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-1517
Fax (705)755-1599

The Office of the Chief Information Officer (CIO) assists and advises the CIO in the functioning of the Land and Resources Cluster, by carrying out coordination, liaison, issue management, strategic planning and general administrative (including financial and human resource) management duties.

CLUSTER MANAGEMENT OFFICE

Robinson Pl
4th Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5547
Fax (705)755-5552

The Cluster Management Office (CMO) provides administrative support to various Land and Resources I&IT committees and special projects, communications support, human resource management support, and learning and development support. The CMO also leads the development of a sustainable business model for the LRC.

LRC BUSINESS SOLUTION SERVICES

2nd Flr NW, 1 Stone Rd
Guelph N1G 4Y2
General Inquiry (519)826-3648
Fax (519)826-3447

The Land and Resources Cluster's Business Solutions Services (BSS) provides process analysis and design, I&IT business consulting, application business case development and application development and maintenance. The three BSS units serving the needs of the Ministry of Natural Resources are described below. The LRC also provides business solution services to the Ministry of Agriculture, Food and Rural Affairs, Ministry of the Environment, and Ministry of Northern Development and Mines.

BUSINESS SOLUTIONS - ENVIRONMENT

10th Flr & 11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4133
Fax (416)314-5468

Business Solutions Services (BSS) - Environment and Conservation provides business process analysis and design, I&IT business consulting, application business case development and application development and maintenance to the Ministry of the Environment.

BUSINESS SOLUTIONS SERVICES - AGRICULTURE, FOOD AND RURAL AFFAIRS

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3648

Business Solutions Services (BSS) - Agriculture, Food and Rural Affairs provides business process analysis and design, I&IT business consulting, application business case development, vendor management and application development and maintenance to the Ontario Ministry of Agriculture, Food and Rural Affairs.

BUSINESS SOLUTIONS SERVICES - FORESTS SECTION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6648
Fax (705)945-6638

The Business Solutions Services - Forests Section (BSSFS) provides a full range of information management support and coordination provided by our Information Management Coordinators; cooperative design, development and support of systems and applications provided by our Development and Maintenance Unit, to our client, the Forests Division, which is comprised of three branches. We also provide linkages to other sources of information and information technology support, access to the information resource management expertise within Information Resource Management Branch, and linkage to the information technology staff within the MNR Computer Operations section. BSSFS staff also provide a window into the broader I&IT expertise within the Land and Resources Cluster as a whole.

BUSINESS SOLUTIONS SERVICES - NATURAL RESOURCE MANAGEMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2148
Fax (705)755-1640

The Business Solutions Services - Natural Resource Management Section (BSSNRMS) has information management and systems development professionals to help the Natural Resources Management Division meet their information and information technology needs. Information Coordinators assist with information planning, identify and prioritize information needs that are then met by staff in the Science and Information Resources Division. Systems Development and Maintenance Unit assists with the procurement of software, provides advice on systems development standards and practices; develops and maintains computer systems.

BUSINESS SOLUTIONS SERVICES - NORTHERN DEVELOPMENT AND MINES

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919

Business Solutions Services (BSS) - Northern Development and Mines provides business process analysis and design, I&IT business consulting, application business case development and application development and maintenance to the Ministry of Northern Development and Mines. With a focus on customer service, e-government initiatives and LRC activities and standards, BSS provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

INFORMATION INFRASTRUCTURE SYSTEMS

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5548
Fax (705)755-1640
Fax (705)755-1633 (Peterborough 4th Flr N)
Fax (705)945-6638 (Sault Ste Marie)

Information Infrastructure Systems is a Land and Resources Cluster (LRC), Business Solution Services section that develops and supports corporate geographic data maintenance systems (e.g. Natural Resources Values Information System - NRVIS) that are used by the LRC ministries. The section also develops and maintains systems for Land Information Ontario that provide geographic data warehousing, distribution and GIS web services for OPS ministries and their data exchange partners. It also provides the LRC with senior technical support for database management system development and operations.

LRC INFORMATION TECHNOLOGY SERVICES

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781

The Land and Resources Cluster's Information Technology Services (ITS) operates servers for application and Web site hosting, email, print services, backup, etc. It provides workstation and technical support, data storage services, data network access (WAN/LAN), and radio/wireless telephone services. It also provides IT architecture and technology planning for the Cluster.

LRC CLIENT SERVICES SECTION - IT SERVICE DESK

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (519)826-4357
Fax (519)826-4337

The Client Service section provides Information Technology support and service to staff in all four LRC ministries in the use of desktop technology and software. The LRC IT Service Desk facility located in Guelph is the first point of contact for reporting system problems or requesting Information Technology support services.

LRC INFRASTRUCTURE SERVICES SECTION

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496

The LRC Infrastructure Services Section has the responsibility for ensuring that the LRC ministries are provided with cost effective and efficient information technology infrastructure, solutions and services. The section is also responsible for providing advice and leadership on IT procurement, inventory, security and architecture.

LRC COMPUTER OPERATIONS UNIT

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1440
Fax (705)755-1496

Computer Operations Unit is responsible for the computer operations associated with data centres in a number of locations, which provide development, test and production environments supporting corporate and business applications of LRC ministries, and direct support to the ministry's messaging (e-mail) and internet/intranet infrastructure.

LRC SERVER SUPPORT UNIT

2nd Flr NW, 1 Stone Rd
Guelph N1G 4Y2
General Inquiry (518)826-3648
Fax (519)826-3447

LRC Server Support unit provides cost effective and efficient server infrastructure, management and support for the LRC ministries

LRC TELECOMMUNICATIONS AND NETWORK SERVICES UNIT

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1404
Fax (705)755-1408
Fax (807)473-3116 (Thunder Bay)
Fax (705)235-1106 (South Porcupine)
Fax (705)254-7517 (Sault Ste Marie)

LRC Telecommunications Services Section ensures standards, policies and procedures related to all aspects of telephone, radio, data and videoconference communication are managed and delivered. The unit coordinates the provision of the Wide Area Network (WAN) and Local Area Network (LAN) services, and coordinates the maintenance and development of new radio systems.

LRC TECHNOLOGY ARCHITECTURE, PLANNING AND CHANGE MANAGEMENT SECTION

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5918
Fax (416)314-4781

LRC Technology Architecture, Planning and Change Management Section provides IT infrastructure planning and management services, infrastructure technology architecture policies and standards, and manages major infrastructure change for the LRC.

LRC SECURITY SERVICES

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-6435
Fax (416)314-4781

LRC Security Services (LSS) designs and recommends the implementation of I&IT Security Safeguards to protect LRC network infrastructure and preserve the confidentiality, integrity, availability and accountability of information being electronically stored, processed or transmitted over LRC network.

STRATEGIC PLANNING AND ARCHITECTURE

Robinson Pl
4th Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5547
Fax (705)755-5552

The Office of Strategic Planning and Architecture (OSPA) has the lead for and provides I&IT Planning and Enterprise Architecture for the LRC. The Enterprise Architecture Program works with the Office of the Corporate Chief Information Officer and LRC counterparts to develop policy, standards, methods and tools and to support enterprise architecture at the corporate level.

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
Toll Free 1-800-667-1940
Fax (416)314-1994
8:30 - 4:30

The Natural Resource Management Division provides leadership and direction for a number of the ministry's resource management programs. The division leads programs for the province's fish, wildlife, parks, Crown lands and waters. The division is also responsible for the delivery of certain natural resource management programs, including fish hatcheries, the provincial parks system, and the management of the Great Lakes.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5954
Fax (705)755-1900
Fax (705)755-1845 (Director's Office)

Fish and Wildlife Branch provides leadership and direction for the management of Ontario's **fisheries** and **wildlife** resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. The branch represents the ministry on initiatives involving provincial-level clients and stakeholders and with provincial, national and international agencies and organizations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources. The branch is responsible for supporting Ontario's Biodiversity Strategy, Ontario's Species at Risk Program and the Natural Heritage Information Centre. It also leads policy and program associated with habitat conservation, invasive species management and biodiversity education and stewardship initiatives.

GREAT LAKES BRANCH

5th Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2900
Fax (705)755-2901

The **Great Lakes** Branch provides leadership and coordination for all MNR programs and actions that restore, protect and help us to better understand what is happening throughout the Great Lakes basin ecosystem. In addition to developing policies that ensure the long-term sustainability of our Great Lakes **fisheries** resources and aquatic ecosystems, the branch encourages greater collaboration and improved interagency coordination among provincial, federal and international partners, governments and agencies with links to the Lakes. The Great Lakes Branch is a blend of three key areas of Great Lakes management: the Great Lakes Management Units, the Provincial Fish Culture Program and the Canada-Ontario Agreement Respecting the Great Lakes Ecosystem (COA) project.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
242 Hwy 542
RR 1
Tehkummah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
RR 2, PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340
Fax (519)794-4627

DORION FISH CULTURE STATION
800 Hatchery Rd
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322
Fax (807)857-2253

HARWOOD FISH CULTURE STATION
6388 County Rd 18
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860
Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006
Fax (705)544-8616

NORMANDALE FISH CULTURE STATION
394 Turkey Point Rd
RR 1
Vittoria N0E 1W0
General Inquiry (519)426-3142
Fax (519)426-3144

NORTH BAY FISH CULTURE STATION
10521 Hwy 63
Redbridge P0H 2A0
General Inquiry (705)663-2311
Fax (705)663-1139

RINGWOOD FISH CULTURE STATION
13232 Hwy 48
Stouffville L4A 7X3
General Inquiry (905)640-6204
Fax (905)640-6206

TARENTORUS FISH CULTURE STATION
Fish Hatchery Rd
RR 5
Sault Ste Marie P6A 6J8
General Inquiry (705)949-7271
Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION
25900 Hwy 7
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2115
Fax (613)335-2652

ONTARIO PARKS

Robinson Pl
6th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Toll Free 1-800-667-1940
Fax (705)755-1701
Fax (705)326-4680 (Bass Lake)
www.ontarioparks.com/
8:30 - 5:00

Ontario **Parks** coordinates Ontario's parks and protected areas system, leads the provincial Species at Risk Program and manages more than 314 provincial parks with an area of over 7.65 million hectares. Parks are managed to protect representative and unique examples of Ontario's natural and cultural **heritage**. A majority of parks emphasize protection, but over 100 are operated to provide **recreation**, canoe tripping, **hiking**, nature viewing, **camping**, picnicking, swimming and more. Many of these parks offer natural and cultural heritage education programs. Parks are popular camping destinations, so campsite reservations are recommended. They can be made for more than 65 provincial parks by calling 1-888-ONT-PARK, or on the Internet at www.OntarioParks.com. The Web site includes information about park operating dates, barrier free access, contacting parks, facilities and services, park regulations, and a host of other subjects.

Services offered to the Public:
Aaron Provincial Park (Northwest)
Algonquin Provincial Park (Algonquin)
Arrowhead Provincial Park (Central)
Awenda Provincial Park (Central)
Balsam Lake Provincial Park (Central)
Bass Lake (Central)
Batchawana Bay (Northeastern)
Blue Lake (Northwestern)
Bon Echo Provincial Park (Southeastern)
Bonnechere Provincial Park (Central)
Bronte Creek Provincial Park (Southwestern)
Caliper Lake Provincial Park (Northwestern)
Charleston Lake Provincial Park (Southeastern)

Chutes Provincial Park (Northeastern)
Craigleith Provincial Park (Central)
Darlington Provincial Park (Southeastern)
Driftwood Provincial Park (Northeastern)
Earl Rowe Provincial Park (Southwestern)
Emily Provincial Park (Southeastern)
Esker Lakes Provincial Park (Northeastern)
Fairbank Provincial Park (Northeastern)
Ferris Provincial Park (Southeastern)
Finlayson Point Provincial Park (Northeastern)
Fitzroy Provincial Park (Southeastern)
French River Provincial Park (Northeast)
Frontenac Provincial Park (Southeastern)
Fushimi Lake Provincial Park (Northeastern)
Greenwater Provincial Park (Northeastern)
Grundy Lake Provincial Park (Central)
Halfway Lake Provincial Park (Northeastern)
Inverhuron Provincial Park (Southwest)
Ipperwash Provincial Park (Southwestern)
Ivanhoe Lake Provincial Park (Northeastern)
John E. Pearce Provincial Park (Southwestern)
Kakabeka Falls Provincial Park (Northwestern)
Kap-Kig-Iwan Provincial Park (Northeastern)
Kettle Lakes Provincial Park (Northeastern)
Killarney Provincial Park (Northeast)
Killbear Provincial Park (Central)
Lady Evelyn-Smoothwater Provincial Park
Lake St. Peter Provincial Park (Southeastern)
Lake Superior Provincial Park (Northeastern)
Lake on the Mountain Provincial Park (Southeastern)
Long Point Provincial Park (Southwestern)
MacGregor Point Provincial Park (Southwestern)
MacLeod Provincial Park (Northwestern)
Makobe-Grays River Provincial Park (Northeast)
Mara Provincial Park (Central)
Mark S. Burnham Provincial Park (Southeast)
Marten River Provincial Park (Northeastern)
McRae Point Provincial Point (Central)
Mikisew Provincial Park (Central)
Missinaibi Provincial Park (Northeastern)
Mississagi Provincial Park (Northeastern)
Murphys Point Provincial Park (Southeastern)
Nagagamisis Provincial Park (Northeastern)
Neys Provincial Park (Northwestern)
North Beach Provincial Park (Southeastern)
Oastler Lake Provincial Park (Central)
Obabika River Provincial Park (Northeast)
Obatanga Provincial Park (Northeastern)
Ojibway Provincial Park (Northwestern)
Ouimet Canyon Provincial Park (Northwestern)
Pakwash Provincial Park (Northwestern)
Pancake Bay Provincial Park (Northeastern)
Petroglyphs Provincial Park (Southeastern)
Pigeon River Provincial Park (Northwest)
Point Farms Provincial Park (Southwestern)

Port Bruce Provincial Park (Southwestern)
Port Burwell Provincial Park (Southwestern)
Potholes Provincial Park (Northeastern)
Presqu'ile Provincial Park (Southeastern)
Quetico Provincial Park (Northwestern)
Rainbow Falls Provincial Park (Northwestern)
Rene Brunelle Provincial Park (Northeastern)
Restoule Provincial Park (Central)
Rideau River Provincial Park (Southeastern)
Rock Point Provincial Park (Southwestern)
Rondeau Provincial Park (Southwestern)
Rushing River Provincial Park (Northwestern)
Samuel de Champlain Provincial Park (Northeastern)
Sandbanks Provincial Park (Southeastern)
Sandbar Lake Provincial Park (Northwestern)
Sauble Falls Provincial Park (Southwestern)
Selkirk Provincial Park (Southwestern)
Sharbot Lake Provincial Park (Southeastern)
Sibbald Point Provincial Park (Central)
Silent Lake Provincial Park (Southeastern)
Silver Lake Provincial Park (Southeastern)
Sioux Narrows Provincial Park (Northwestern)
Six Mile Lake Provincial Park (Central)
Sleeping Giant Provincial Park (Northwestern)
Solace Provincial Park (Northeast)
Springwater Provincial Park (Central)
Sturgeon Bay Provincial Park (Central)
Sturgeon River Provincial Park
The Massasauga Provincial Park (Central)
The Pinery Provincial Park (Southwestern)
The Shoals Provincial Park (Northeastern)
Tidewater Provincial Park (Northeastern)
Turkey Point Provincial Park (Southwestern)
Voyageur Provincial Park (Southeastern)
Wabakimi Provincial Park (Northwest)
Wakami Lake Provincial Park (Northeastern)
Wasaga Beach Provincial Park (Central)
Wheatley Provincial Park (Southwestern)
White Lake Provincial Park (Northwestern)
Windy Lake Provincial Park (Northeastern)
Woodland Caribou Provincial Park (Northwestern)

ZONE MANAGEMENT

ALGONQUIN PARKS ZONE
East Gate Complex
Hwy 60
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Fax (613)637-2864

CENTRAL PARKS ZONE
Arrowhead Provincial Park
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
Toll Free 1-800-667-1940
Fax (705)789-5948

NORTHEAST ZONE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3165
Fax (705)564-3171

NORTHWESTERN PARKS ZONE
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1321
Fax (807)475-1499

SOUTHEASTERN PARKS ZONE
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-4016
Fax (613)545-4033

SOUTHWEST PARKS ZONE
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4615
Fax (519)873-4645

PROVINCIAL PARKS

AARON
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)938-6534 (May - October)
General Inquiry (807)223-7535 (November - April)

ALGONQUIN
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Toll Free 1-888-668-7275 (Reservations)

ARROWHEAD
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
General Inquiry (705)789-5105
Fax (705)789-1610

AWENDA
PO Box 5004
Penetanguishene L9M 2G2
General Inquiry (705)549-2231
Fax (705)549-4792

BALSAM LAKE
RR 1
Kirkfield K0M 2B0
General Inquiry (705)454-1077
Fax (705)454-2610

BASS LAKE
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-7054
Fax (705)329-6028

BATCHAWANA BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

LADY EVELYN-SMOOTHWATER
C/O Finlayson Point Provincial Park
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205

BLUE LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)227-2601
General Inquiry (807)223-3341

BON ECHO
Hwy 41
RR 1
Cloyne K0H 1K0
General Inquiry (613)336-2228
Fax (613)336-2712

BONNECHERE
4024 Round Lake Rd
RR5
Killaloe K0J 2A0
General Inquiry (613)757-2103
Fax (613)757-0039

BRONTE CREEK
1219 Burloak Dr
Oakville L6M 4J7
General Inquiry (905)827-6911
Fax (905)637-4120

CALIPER LAKE
PO Box 188
Nestor Falls P0X 1K0
General Inquiry (807)484-2181

CHARLESTON LAKE
148 Woodvale Rd
RR 4
Lansdowne K0E 1L0
General Inquiry (613)659-2059
Fax (613)659-2095

CHUTES
PO Box 37
Massey P0P 1P0
General Inquiry (705)865-2021
Fax (705)865-2992

CRAIGLEITH
RR 3
Collingwood L9Y 3Z2
General Inquiry (705)445-4467
General Inquiry (705)429-2516 (Off Season)

DARLINGTON
1600 Darlington Park Rd
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

DAWSON TRAIL
GD
Atikokan P0T 1C0
General Inquiry (807)929-2571

DEVIL'S GLEN
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516

DRIFTWOOD
GD
Stonecliffe K0J 2K0
General Inquiry (613)586-2553
General Inquiry (705)744-2276 (Sept - Apr)
Fax (705)744-0587 (Off Season)
Fax (705)586-2717

EARL ROWE
PO Box 872
Alliston L9R 1W1
General Inquiry (705)435-2498
Fax (705)435-4333

EMILY
797 Emily Park Rd
RR 4, PO Box 340
Omemee K0H 1H0
General Inquiry (705)799-5170
Fax (705)799-2433

ESKER LAKES
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)568-7677
General Inquiry (705)272-7139 (Off-Season)
Fax (705)272-7183 (Off Season)
Fax (705)568-7743

FAIRBANK
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)866-0530
General Inquiry (705)966-0563 (Off-Season)
Fax (705)966-0565 (c/o Windy Lake Park)

FERRIS
c/o Presqu'ile Provincial Park
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (705)653-3575 (Apr - Sept)
General Inquiry (705)653-1566 (Oct - Mar)
Fax (613)475-2209

FINLAYSON POINT
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205
Fax (705)569-2886

FITZROY
5201 Canon Smith Dr
Fitzroy Harbour K0A 1X0
General Inquiry (613)623-5159
Fax (613)623-8171

FOY
4024 Round Lake Rd
RR5
Killaloe K0J 2A0
General Inquiry (613)757-2103
Fax (613)757-0039

FRENCH RIVER
C/O Killarney Provincial Park
Hwy 637
Killarney P0M 2A0
General Inquiry (705)857-3228 (Summer)
General Inquiry (705)287-2900 (Winter)

FRONTENAC PARK
1090 Salmon Lake Rd
PO Box 11
Sydenham K0H 2T0
General Inquiry (613)376-3489
Fax (613)376-6905

FUSHIMI LAKE
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4164
General Inquiry (705)372-2232 (Off-Season)
Fax (705)372-2230

GREENWATER
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7139 (Off-Season)
General Inquiry (705)272-6335
Fax (705)272-7183

GRUNDY LAKE
RR 1
Britt P0G 1A0
General Inquiry (705)383-2639
Fax (705)383-2437

HALFWAY LAKE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)965-2702 (May - Sept)
(705)523-8195 (Off-Season)
Fax (705)523-6598 (Off Season)
Fax (705)965-2971 (May-Sept)

INVERHURON
c/o MacGregor Point
RR 1
Port Elgin N0H 2C5
General Inquiry (519)389-9056 (Day Use Only)
Fax (519)389-9057

IPPERWASH
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

IVANHOE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710x212 (Off-Season)
General Inquiry (705)899-2644
Fax (705)899-2778
Fax (705)864-0681 (Off-Season)

JOHN E PEARCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

KAKABEKA FALLS
PO Box 252
Kakabeka Falls P0T 1W0
General Inquiry (807)473-9231

KAP-KIG-IWAN
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)544-2050
General Inquiry (705)272-7139 (Off-Season)
Fax (705)272-7183 (Off-Season)

KAWARTHA HIGHLANDS SIGNATURE PARK
106 Monck St
Bancroft K0L 1C0
General Inquiry (613)332-3940x216
Fax (613)332-1800

KETTLE LAKES
c/o Timmins District Office
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)363-3511
(705)235-1353 (Off-Season)
Fax (705)235-1377 (Off-Season)
Fax (705)363-2333

KILLARNEY
Hwy 637
GD
Killarney P0M 2A0
General Inquiry (705)287-2900
Fax (705)287-2922

KILLBEAR
PO Box 71
Nobel P0G 1G0
General Inquiry (705)342-5492
Fax (705)342-1475

LAKE ON THE MOUNTAIN
c/o Sandbanks Provincial Park
3004 County Rd 12
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

LAKE ST PETER
PO Box 219
Bancroft K0L 1C0
General Inquiry (613)339-2807 (Oct - April)
General Inquiry (613)339-1835 (Nov-Mar)
Fax (613)332-1800 (Nov - Mar)

LAKE SUPERIOR
Hwy 17
PO Box 267
Wawa P0S 1K0
General Inquiry (705)856-2284
Fax (705)856-1333

LONG POINT
PO Box 99
Port Rowan N0E 1M0
General Inquiry (519)586-2133
Fax (519)586-3581

MACGREGOR POINT
RR 1
Port Elgin N0H 2C5
General Inquiry (519)389-9056
Fax (519)389-9057

MACLEOD
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)854-0370
Fax (807)887-2993

MADAWASKA RIVER
4024 Round Lake Rd
RR5
Killaloe K0J 2A0
General Inquiry (613)757-2103
Fax (613)757-0039

MAKOBE-GRAYS RIVER PROVINCIAL PARK
C/O Finlayson Point Provincial Park
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205

MARA
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-4451
General Inquiry (705)326-7054 (Off-Season)

MARK S. BURNHAM
c/o Emily Provincial Park
797 County Rd 10
RR 4, PO Box 340
Omemee K0L 2W0
General Inquiry (705)799-5170 (Day Use Only)
Fax (705)799-2433

MARTEN RIVER
Hwy 11
Marten River P0H 1T0
General Inquiry (705)569-3205 (Off-Season)
General Inquiry (705)892-2200
Fax (705)892-2147
Fax (705)569-2886 (Off-Season)

MCRAE POINT
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)325-7290
General Inquiry (705)326-7054 (Off-Season)

MIKISEW
PO Box 400
South River P0A 1X0
General Inquiry (705)729-2010 (Off Season)
General Inquiry (705)386-7762
Fax (705)386-2382

MISSINAIBI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)234-2222
General Inquiry (705)864-1710x214 (Off-Season)
Fax (705)864-0681

MISSISSAGI
c/o Chutes Park
PO Box 37
Massey P0P 1P0
General Inquiry (705)848-2806
General Inquiry (705)865-2021 (Off Season)
Fax (705)865-2992 (Off-Season)

MURPHYS POINT PARK
2243 Elm Grove Rd
RR 5
Perth K7H 3C7
General Inquiry (613)267-5060
Fax (613)267-1741

NAGAGAMISIS
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)372-2232 (Off-Season)
General Inquiry (807)868-2254
Fax (795)372-2230

NEYS
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)229-1624
Fax (807)887-2993

NORTH BEACH
County Rd 27
RR 3
Consecon K0K 1T0
General Inquiry (613)399-2030
Fax (613)393-3404

OASTLER LAKE
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

OBABIKA RIVER
C/O Finlayson Point Provincial Park
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205

OBATANGA
PO Box 340
White River P0M 3G0
General Inquiry (807)683-2432 (Off-Season)
General Inquiry (807)822-2592
Fax (807)822-2621
Fax (807)683-2432 (Off Season)

OJIBWAY
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)737-2033 (Summer)

OJIBWAY PRAIRIE NATURE RESERVE
Klondike Rd
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

OUIMET CANYON
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)977-2526

PAKWASH
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)727-2253
General Inquiry (807)222-3346 (Summer)

PANCAKE BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

PETER'S WOODS PROVINCIAL NATURE RESERVE
c/o Darlington Provincial Park
1600 Darlington Park Rd
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

PETROGLYPHS
GD
Woodview K0L 3E0
General Inquiry (705)877-2552 (May - Oct)
General Inquiry (613)339-2807 (Nov - Apr only)
Fax (705)877-3651

PIGEON RIVER
435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)473-9231 (Day Use Only)

PINERY
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

POINT FARMS
RR 5
Goderich N7A 3X9
General Inquiry (519)524-7124

PORT BRUCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

PORT BURWELL
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691
Fax (519)874-4104

POTHOLES PROVINCIAL PARK
c/o Chapleau District Office
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710

PRESQU'ILE
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (613)475-4324
TTY (613)475-2204
Fax (613)475-2209

QUETICO
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
(807)597-2735 (Trip Planning Information)
Fax (807)597-6185

RAINBOW FALLS
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)824-2298
Fax (807)887-2993

RENE BRUNELLE
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)367-2692
General Inquiry (705)372-2232 (Off-Season)
(705)367-2866 (Ski Hill)
Fax (705)367-2442 (Ski Hill)
Fax (705)372-2230 (Off Season)
Fax (705)367-2725

RESTOULE
GD
Restoule P0H 2R0
General Inquiry (705)729-2010
Fax (705)729-5428

RIDEAU RIVER
2680 Donnelly Dr
RR 4
Kemptville K0G 1J0
General Inquiry (613)258-2740
Fax (613)258-4432

ROCK POINT
PO Box 158
Dunnville N1A 2X5
General Inquiry (905)774-6642
Fax (905)774-3267

RONDEAU
RR 1
Morpeth N0P 1X0
General Inquiry (519)674-1750
Fax (519)674-1755

RUSHING RIVER
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-4351

SAMUEL DE CHAMPLAIN
PO Box 147
Mattawa P0H 1V0
General Inquiry (705)744-2276
Fax (705)744-0587

SANDBANKS
County Rd 12
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

SANDBAR LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)934-2995

SAUBLE FALLS
RR 3
Wiarton N0H 2T0
General Inquiry (519)422-1952

SELKIRK
RR 1
Selkirk N0A 1P0
General Inquiry (519)776-2600

SHARBOT LAKE
Hwy 7
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2814
Fax (613)335-2048

SIBBALD POINT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-8061
Fax (905)722-5416

SILENT LAKE
Hwy 28
PO Box 219
Bancroft K0L 1C0
General Inquiry (613)339-2807
Fax (613)332-1835

SILVER LAKE
Hwy 7
RR 2
Maberly K0H 2B0
General Inquiry (613)268-2000
Fax (613)268-2947

SIOUX NARROWS
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)226-5223

SIX MILE LAKE
PO Box 340
Coldwater L0K 1E0
General Inquiry (705)756-2746
General Inquiry (705)549-2231 (Off-Season)
Fax (705)756-4692

SLEEPING GIANT
Suite 221D, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)977-2526
Fax (807)977-2583

SOLACE
C/O Finlayson Point Provincial Park
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205

SPRINGWATER
GD
Midhurst L0L 1X0
General Inquiry (705)728-7393
Fax (705)728-5444

STURGEON BAY
PO Box 271
Point Au Baril P0G 1K0
General Inquiry (705)383-2369 (Off-Season)
General Inquiry (705)366-2521
Fax (705)383-2437

STURGEON RIVER
C/O Finlayson Point Provincial Park
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205

THE MASSASAUGA
c/o Oastler Lake Provincial Park
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-0685
Fax (705)378-0341

THE SHOALS
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1160
Fax (705)864-0681

TIDEWATER
c/o Cochrane District Office
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7139 (Off-Season)
General Inquiry (705)336-2987
Fax (705)272-7183 (Off-Season)

TRILLIUM WOODS NATURE RESERVE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

TURKEY POINT
PO Box 5
Turkey Point N0E 1T0
General Inquiry (519)426-3239
Fax (519)426-5268

VOYAGEUR
Hwy 417
PO Box 130
Chute A Blondeau K0B 1B0
General Inquiry (613)674-2825
Fax (613)674-2829

WABAKIMI
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1634
Fax (807)475-1499

WAKAMI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)233-2853
(705)864-1710x212 (Off-Season)
Fax (705)864-0681

WASAGA BEACH
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516
General Inquiry (705)429-0943 (Wasaga Nordic)
Fax (705)429-7983

WHEATLEY
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

WHITE LAKE
PO Box 340
White River P0M 3G0
General Inquiry (807)822-2447
General Inquiry (807)683-2432 (Off-Season)
Fax (807)683-2432 (Off-Season)
Fax (807)822-2621

WINDY LAKE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-0563 (Off-Season)
General Inquiry (705)966-2315
Fax (705)966-0565

WINISK RIVER
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

WOODLAND CARIBOU
227 Howey St
Red Lake P0V 2M0
General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Fax (705)755-2802
8:30 - 4:30

The Science and Information Resources Division (SIRD) leads the development and application of scientific knowledge, information management systems and information technologies in support of the ministry mandate. Accurate, relevant and timely information is essential for managing resources in an ecologically sustainable manner. The division is responsible for ensuring that the operational decision-making requirements of the ministry are supported by sound science and reliable data. The division's combined mandates of science and information management, support the ministry in moving to an integrated knowledge management approach.

APPLIED RESEARCH AND DEVELOPMENT BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-7441
Fax (705)946-3849

The responsibility of the Applied Research and Development Branch (ARDB) is to develop new scientific knowledge for MNR clients and for key partners. This scientific knowledge, delivered in products and services support delivery of a wide range of core business activities including fish, wildlife, forestry and water resource management planning, policy and program development and issue management. The branch also leads MNR's planning for climate change and response to the Kyoto Protocol.

AQUATIC RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (613)476-7131 (Lake Ontario Management Unit, Picton)
Fax (613)475-5527 (Codrington Fisheries Research Facility)
Fax (705)755-1559
Fax (519)825-3163 (Wheatley)
Fax (705)671-3857 (Laurentian University, Sudbury)

The Aquatic **Research** and Development Section conducts research in support of the Ontario government's **fisheries** management mandate. While the section's administrative centre is in Peterborough, staff are located across the province, including offices on **Lakes** Ontario, Huron and Erie, and in Sudbury, Algonquin Park, Toronto and Codrington. Our regional staff located in Thunder Bay and London work collaboratively with regional Science and Information Branch staff to help deliver on regional science needs. Current projects include work on **climate change** and fisheries, impacts of invading species such as gobies on the **Great Lakes** and rock bass in inland lakes, restoration of Atlantic salmon in Lake Ontario, development of models for sustainable levels of fish harvests, and research on effectiveness of fishing regulations and stocking.

CENTRE FOR NORTHERN FOREST ECOSYSTEM RESEARCH

Lakehead University Campus
955 Oliver Rd
Thunder Bay P7B 5E1
General Inquiry (807)343-4000
Fax (807)343-4001

The Centre for Northern **Forest** Ecosystem Research (CNFER) in Thunder Bay is an applied research unit with a focus on the effects of forestry practices on boreal ecosystems. Built in 1990, CNFER was given a mandate to conduct long-term research on the effects and the effectiveness of resource management policies. CNFER is also addressing new issues and supporting government priorities in forest, fish and **wildlife**, **water** and human dimensions **science**, with an emphasis on cross-disciplinary approaches. There are seven major research programs at CNFER: Stand Ecology; Boreal Silviculture; Coldwater Lakes; Comparative Aquatic Effects; Moose, Caribou and Elk; Landscape Ecology; and, Tourism/Human Dimensions. Located on campus at Lakehead University, CNFER has close ties with the Lakehead University Biology, Forestry and Outdoor **Recreation** programs, including the supervision of graduate and honours students.

FOREST RESEARCH AND DEVELOPMENT SECTION

Ontario Forest Research Institute
1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030

The **Forest Research** and Development Section at the Ontario Forest Research Institute (OFRI) is committed to providing scientific leadership and excellence in forest research, program development, and technology transfer to a range of natural resource clients in Ontario. We work in support of policy development and operational resource management to contribute to the **conservation** of Ontario's forest ecosystems. Major emphases include understanding ecosystem processes, patterns and diversity; evaluating disturbance effects and recovery of forest ecosystems; developing alternative silvicultural practices to achieve sustainable forestry objectives; and developing methods and tools to support sustainable resource use decisions. We work in partnership

with our clients and in cooperation with other scientific organizations to ensure the effectiveness of our efforts.

WILDLIFE RESEARCH AND DEVELOPMENT SECTION

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (705)755-1559
Fax (705)755-2276 (Rabies Unit, Trent University)
Fax (613)475-6076 (Codrington Animal Compound)
Fax (705)755-2288 (Trent University)

Wildlife Research and Development Section has the mandate to coordinate government wildlife research across the province. This encompasses all aspects of wildlife research including the **Rabies** Research and Development Unit. To accomplish this task, the majority of staff are based out of Peterborough, but work on projects across the province. In addition, Regional Science staff is located in London, Timmins and Thunder Bay in order to work collaboratively with the Regional Science and Information Section to help deliver regional research needs. Current projects include work on black bears, caribou, deer, **fur** bearers, elk, polar bears, raccoons, waterfowl, wetland rehabilitation, wolves and control of rabies in wildlife populations.

GEOGRAPHIC INFORMATION BRANCH

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2363
Fax (705)755-1640

Geographic Information Branch has responsibilities for making available geographic information about Ontario's land mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the provincial digital topographic database, geographic information, geographic nomenclature, satellite and airborne remote sensing and natural resource inventories. **Maps** and other products are available online at MNR stores (http://mnr.stores.gov.on.ca/mnr/). District offices, listed under this ministry's regions can also provide information. In addition, IRMB provides library services and administers the ministry's Freedom of Information and Protection of Privacy Act program.

GEOGRAPHIC INFORMATION ONTARIO

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2124
Fax (705)755-2149

Geographic Information Ontario (GIO) is responsible for implementation of the Ontario **Land** Information Infrastructure through Land Information Ontario (LIO). Within GIO, the Office of the **Surveyor** General administers the Surveys Act; Surveyors Act and the Ontario **Geographic Names** Board Act. It also manages surveying services, coordinates policy, priorities and development of programs in **geodetic services**, geographic names and **Crown land** surveying activities. Provincial Georeferencing Unit develops and publishes standards, guidelines and stores provincial

information related to horizontal and vertical geodetic networks and Global Positioning System (GPS) in the **COSINE database**. It also administers changes to the names of geographic features and maintains the official geographic names database. Also within GIO is Geomatics Services which provides leadership and coordination for geomatics activities in the OPS. Base Data Infrastructure Unit within GIO sets standards and maintains base data.

GEOMATICS SERVICES

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-5000
Fax (705)755-5014

Geomatics Services leads the MNR and OPS in the implementation of geo-spatial technologies by providing leadership, expertise and services that advance corporate business directions. The vision of Geomatics Services is complete integration of geo-spatial technologies into day-to-day operations of the OPS. Solutions encompass a range of geo-spatial technologies including cartography, Geographical Information Systems (GIS), and remote sensing. Some services (e.g., provision of GIS and Remote Sensing Licenses, airborne data acquisition, image lab processing) are offered directly, whereas a wider range of services and solutions are offered through a network of geomatics services centres, including the Provincial Geomatics Services Centre.

PROVINCIAL GEOMATICS SERVICE CENTRE

Robinson Pl South Tower
5th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5000
Fax (705)755-5014

The Peterborough Geomatics Service Centre (PGSC) provides client-focused solutions and products to the OPS in areas **cartography**, Geographical Information Systems (GIS), and **remote sensing**. Clients can access the centre directly or through its partner centres in the Geomatics Service Centre Network. Technical staff offers flexibility in delivering large or small projects, from the basics of cartography to spatial web mapping. The PGSC is project-driven and operates on a cost-recovery basis. With its knowledge of information management and Land Information Ontario, the Centre is able to offer its clients cost-effective geomatics solutions. With its team of multi-disciplinary staff working together with a variety of different ministries, the Centre is able to offer its clients timely and integrated geo-spatial business solutions.

GEOSMART

Robinson Pl
2nd Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2320
Fax (705)755-1640

GeoSmart is an exciting five-year, $32 million **SuperBuild** initiative, designed to assist communities in the development and implementation of geospatial solutions. Through GeoSmart, the province is investing in community initiatives that will use geospatial technologies to stimulate local economic development, create local government efficiencies, and/or improve local access to local and regional **land** information services. GeoSmart also supports the standardization of land related data by seeding the development of fundamental base data sets and advocating Ontario's Land Information Infrastructure (OLII).

INFORMATION ACCESS SECTION

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry 1-800-667-1940
TTY 1-866-686-6072
Fax (705)755-1677

The Information Access Section's key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property, including digital mapping data. The section is also responsible for the administration of a metadata directory and data exchanges on behalf of Land Information Ontario (LIO). The other three key responsibilities of the section are the Natural Resource Information Centres (NRICs) (Peterborough and Toronto), administration of the Freedom of Information and Protection of Privacy Act, and the Library.

INFORMATION ACCESS, POLICY AND OPERATIONS

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2216
Fax (705)755-1677

The Information Access, Policy and Operations unit is responsible for policy related to the dissemination of the ministry's intellectual property, including digital mapping data, as well as finance and administration for the section and technical support for web publishing.

INFORMATION AND PRIVACY UNIT

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1653
Fax (705)755-1621

The Ministry's Information and Privacy Unit's mission is to ensure that MNR meets its obligations under the Freedom of Information and Protection of Privacy Act (FIPPA). The act ensures: citizens have the right to access government held records. The government protects citizens personal information that it holds in its vast array of databases and files.

LIBRARY

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1888
Fax (705)755-1882

The MNR **Library** provides information, reference services and electronic products to support the work of Ontario Ministry of Natural Resources staff.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1940
Fax (705)755-1677

The Peterborough Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, **forestry**, **mineral** resources, **lands** and **waters**, and provincial **parks**. The Centre sells topographical Ontario Basic Mapping (OBM), aerial photos and forest resources inventory maps. Information is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities.

LAND AND RESOURCES DATA ADMINISTRATION SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2158
Fax (705)755-2149
Fax (705)946-2030 (Sault Ste Marie)

The Land and Resources Data Administration Section coordinates the implementation and practice of data/information management for natural resources and **environment** geospatial data within the Land and Resources Cluster (LRC) ministries and with their stakeholders in the natural resource and environment sector. To support these coordination activities, the section ensures that data/information management methodologies and standards are developed and maintained. The section staff expertise in data analysis, modeling and architecture, provide advice throughout the LRC Information and Information Technology organization.

LAND INFORMATION ONTARIO

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-1672
Fax (705)755-2149

Land Information Ontario (LIO), created the Ontario **Land** Information Infrastructure (OLII,) to ensure that land information collected, managed and distributed by all of Ontario ministries, Ontario's municipalities, the broader public sector, non-governmental organizations, and the private sector are accessible, integrated, affordable and useable by many business activities and stakeholders. LIO achieves this objective through the negotiation of formal Agreements and informal data sharing arrangements; the provision of tools and services to catalogue, discover, view and share geospatial data; close cooperation with all levels of government; and, participation in the development and implementation of geomatics policies and standards. LIO often participates actively in cross-jurisdictional projects to leverage funding, to reduce duplication among Ontario-based organizations, and to involve stakeholders directly in LIO initiatives.

SCIENCE AND INFORMATION BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5826
Fax (705)945-6527

The Science and Information Branch leads coordination and implementation of SIRD programs, with business areas and field-based resource management clients, to ensure that their information management, information technology, science transfer and applied research needs are identified, planned and prioritized, using performance management approaches to business planning and work planning. The branch conducts business analysis, information planning, science coordination, resource assessment and technology transfer that leads to the development of common business solutions and resource management interpretations for the Ministry of Natural Resources.

BUSINESS SOLUTIONS SERVICES - FORESTS SECTION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6648
Fax (705)945-6638

The Business Solutions Services - Forests Section (BSSFS) provides a full range of information management support and coordination provided by our Information Management Coordinators; cooperative design, development and support of systems and applications provided by our Development and Maintenance Unit, to our client, the Forests Division, which is comprised of three branches. We also provide linkages to other sources of information and information technology support, access to the information resource management expertise within Information Resource Management Branch, and linkage to the information technology staff within the MNR Computer Operations section. BSSFS staff also provide a window into the broader I&IT expertise within the Land and Resources Cluster as a whole.

BUSINESS SOLUTIONS SERVICES - NATURAL RESOURCES MANAGEMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2148
Fax (705)755-1640
Fax (705)755-1267 (Water Resources Information)

The Business Solutions Services, Natural Resources Management Section (BSSNRMS) has information management and systems development professionals to help the Natural Resources Management Division meet their information and information technology needs. Information Coordinators assist with information planning, identify and prioritize information needs that are then met by staff in the Science and Information Resources Division; Systems Development and Maintenance Unit assists with the procurement of software, provides advice on systems development standards and practices, develops and maintains computer systems.

INVENTORY MONITORING AND ASSESSMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2148
Fax (705)755-1640

The Inventory Monitoring and Assessment (IMA) Section has a mandate to coordinate and integrate MNR's existing IMA program and to undertake re-engineering of those activities that require it. This section's products will provide data and information to standard that is necessary to meet MNR's legal and resource management needs. The three regionally-based **Science** and Information Sections provide for the integration and delivery of science and information, to support field implementation of programs. Through GIS Service Centres, local access to specialized geospatial data is provided, using Geographic Information System (GIS) services.

NORTHEAST SCIENCE AND INFORMATION SECTION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)235-1218
Fax (705)235-1251

NORTHWEST SCIENCE AND INFORMATION SECTION
Ontario Government Bldg
Suite 221C, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1695
Fax (807)473-3116

FISHERIES AGEING LAB
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)939-2501
Fax (807)223-2824

LAKE NIPIGON FISHERIES ASSESSMENT UNIT
5 Wadsworth Dr
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)939-2501
Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)939-2501
Fax (807)468-2737

NORTHWEST INFORMATION MANAGEMENT/GEOMATICS CENTRE
Ontario Government Bldg
Suite 221C, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1695
Fax (807)473-3116

NORTHWEST SCIENCE AND TECHNOLOGY
25th Side Rd
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

QUETICO-MILLE LACS FISHERIES ASSESSMENT UNIT
25th Side Rd
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

SOUTHERN SCIENCE AND INFORMATION SECTION
Robinson Pl
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-3256
Fax (705)755-3291

BRACEBRIDGE
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

FISHERIES ASSESSMENT UNITS - SOUTHERN SCIENCE
Hwy 11 N & High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

ALGONQUIN FISHERIES ASSESSMENT UNIT
PO Box 219
Whitney K0J 2M0
General Inquiry (613)637-2780
Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES ASSESSMENT UNIT
106 Monck St
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-1800

KAWARTHA LAKES FISHERIES ASSESSMENT UNIT
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-1465
Fax (705)324-1638

LAKE SIMCOE FISHERIES ASSESSMENT UNIT
26465 Hedge Rd
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-5512
Fax (905)722-3797

MUSKOKA LAKES FISHERIES ASSESSMENT UNIT
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4620
Fax (519)873-4645

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5574
Fax (705)475-5570

AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land Surveyors** was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practise cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353

The Algonquin **Forestry** Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

Established in 1892, the Council of the Association of Ontario **Land Surveyors** is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643

The Crown **Timber** Board of Examiners has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licences**.

ONTARIO FISH AND WILDLIFE HERITAGE COMMISSION

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5088
Fax (705)755-5093

The Ontario Fish and **Wildlife** Heritage Commission is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the **fisheries** and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO GEOGRAPHIC NAMES BOARD

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

PO Box 964
Sioux Lookout P8T 1B3
General Inquiry (807)737-2615
Fax (807)737-4173

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce **flood** damages along the river, its tributaries, and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage, while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

Trent University Science Complex
PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2270

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

PO Box 105
Wunnumin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on **land** use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern

Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on **land** use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act

Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0060 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
TTY (705)356-0814
TTY Toll Free 1-866-349-1388
Fax (705)564-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
www.mndm.gov.on.ca

As Ontario's only regional ministry, the Ministry of Northern Development and Mines (MNDM) promotes northern economic and community development; and coordinates the delivery of programs and services in Northern Ontario. As the ministry responsible for the provincial minerals sector, MNDM enhances mineral sector competitiveness and ensures the sustainable development of Ontario's mineral resources. The vision of MNDM is of a Northern Ontario economy and provincial minerals sector that are healthy, competitive and sustainable.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0664
www.mndm.gov.on.ca
8:30 - 5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications planning on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning, media relations, events coordination, briefing notes and contentious issues management, servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's corporate Internet and Intranet sites.

VIDEOCONFERENCING SERVICES

Suite 701, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7111 (Ministry Coordinator)
Fax (416)325-4359 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00

Videoconferencing Services provide face-to-face communication for individuals in different locations. A system of cameras, microphones and TV monitors connect the sites/locations providing real time audio and video feeds.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0630
Fax (416)327-0634
Fax (705)564-7447 (Sudbury)
8:30 - 5:00

The Corporate Policy Secretariat is responsible for coordinating the ministry's policy agenda and developing policy reporting to the Deputy Minister. The Secretariat gathers ongoing information/ intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries. The Corporate Policy Secretariat is also responsible for the Ministry's Freedom of Information and Protection of Privacy coordination and administration.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0690
Fax (416)327-0634
8:30 - 5:00

The Freedom of Information and Privacy Office (FOI), within the Corporate Policy Secretariat, coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the Ministry of Northern Development and Mines and the Northern Ontario Heritage Fund Corporation. The Office coordinates and responds to access requests from the public; deals with appeals and mediation processes; and ensures adherence to privacy provisions and other legislative requirements of the Act.

LEGAL SERVICES BRANCH

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646

The Legal Services Branch provides legal services to ministry officials and staff in relation to ministry programs and services. This includes providing legal opinions and statutory interpretation; advice on aboriginal issues, freedom of information and privacy, conflict of interest, and constitutional matters; preparation of contracts, regulations, legislation and other legal documents; and representing the ministry before tribunals.

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the Ministry. It assists the Ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of Ministry

and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

CORPORATE MANAGEMENT DIVISION

Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00

The Corporate Management Division provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

BUSINESS PLANNING BRANCH

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00

The Business Planning Branch supports ministry management towards sound and informed decision-making on results-based and infrastructure planning, resource allocations, in-year fiscal management, transfer payment accountability, performance measures, program evaluation, and quality service. Staff provide corporate analysis, business consulting and budget management services to core businesses. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

CONTROLLERSHIP OFFICE

Suite 701-B, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7952
Fax (705)564-7954
8:30 - 5:00

The Controllership Office designs and operates effective ministry management systems; maintains systems of delegated authority; provides training to ministry managers and administrators on administrative policies, procedures and support systems; establishes and monitors service and resolves service issues/disputes. It supports ministry executives where advice and counsel must recognize the goals of ministry programs and the realities of emerging corporate policy and fiscal priorities. It advises and assists ministry management in resolving complex financial and administrative management issues.

EXECUTIVE PROJECTS OFFICE

Ontario Government Bldg
Suite 340, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1606
Fax (807)475-1120
8:30 - 5:00

The Executive Projects Office of the Corporate Management Division is an incubator for transformational corporate and ministry undertakings, typically in partnership with other Ontario Public Service Ministries, Federal Departments and community organizations and mineral industry. Examples of recent and ongoing activities include the Ontario Mineral Industry Cluster strategy.

HUMAN RESOURCES BRANCH

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7941
Fax (705)564-7942
8:30 - 5:00

The Human Resources Branch supports the ministry in the achievement of its mandate and organizational goals through the provision of comprehensive and innovative human resources advice, policy direction, strategic planning, collective agreements interpretation, and expert services in areas such as: recruitment and selection; employment transition; performance and career management; succession planning and leadership development; organizational design; benefits administration; learning and development; job descriptions and classification; WDHP; health, safety and wellness; labour relations and conflict resolution; HR planning and business planning support; emergency management and security; French language services. The HR Branch provides support to the Northern Inter-ministerial Council with respect to succession planning, leadership development and the Ontario Internship Program.

LAND AND RESOURCES CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY OFFICE

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5547
(519)826-4357 (LRC Helpdesk)
Toll Free 1-800-440-6389 (LRC Help Desk)
Fax (705)755-5552
8:30 - 5:00

The Land and Resources Cluster (LRC) delivers Information and Information Technology services to the Ministries of Agriculture, Food and Rural Affairs, Northern Development and Mines, Natural Resources, and Environment. Services provided by LRC include Application Development, Desktop Support, Helpdesk, Security, Technical, Application and Business Architecture, Information Management and Operations Support to all core business areas of the participating ministries. Additionally, LRC provides consulting and project management services for the implementation of new business applications.

BUSINESS SOLUTIONS SERVICES - NORTHERN DEVELOPMENT AND MINES

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919
8:30 - 5:00

The Business Solutions Services assists the information gathering, access and distribution goals of the Ministry of Northern Development and Mines by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

BUSINESS SOLUTIONS SERVICES - MINES AND MINERALS DIVISION

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919
8:30 - 5:00

The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
www.mndm.gov.on.ca
8:30 - 5:00

The Mines and Minerals Division focuses on the provision of basic geological information gathering and interpretation in support of Ontario's exploration, mine development and mining sectors and the administration of Ontario's Mining Act in a fair and consistent fashion. The Division also works with the industry to stimulate job creation, eliminate barriers to growth in the mining sector and reduce the regulatory burden on the industry. This is carried out through the Ontario Geological Survey and the Mineral Development and Lands Branch.

MINERAL DEVELOPMENT AND LANDS BRANCH

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30

The Mineral Development and Lands Branch encourages, promotes and facilitates the sustained economic development of the province's mineral resources in an environmentally responsible manner and provides orderly and equitable processes ensuring public access to Crown Mineral rights.

COMMODITIES PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30

The Commodities Program identifies new opportunities to expand Ontario's industrial mineral and dimension stone industries by raising awareness of opportunities, market niches and opportunities for product differentiation, conducting feasibility studies and undertaking value-added research.

FINANCIAL ASSURANCE OFFICE

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30

Financial Assurance Office assesses rehabilitation costs associated with mine closure or advanced exploration projects, negotiates adequate financial assurances with mine owners and manages these financial assets on behalf of the Province.

MINE REHABILITATION SECTION

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5815
Fax (705)670-5803
8:30 - 4:30

The Mine Rehabilitation Section ensures that the mine sites in Ontario are developed, operated and closed out in a manner consistent with sound environmental and public safety closure designs and to limit accrual of public risk and liability. The staff audits closure plans as required under Part VII of the **Mining** Act as well as monitors and inspects rehabilitation works. Compliance activities are undertaken as required. This office is also responsible for monitoring and cataloguing all abandoned and inactive mine sites and mine hazards within the province. This work unit also provides for contingency planning for emergency situations related to inactive mine properties.

Services offered to the Public:
Abandoned Mines Information
Mine Closure Plans pursuant to Part VII of the Mining Act

MINERAL DEVELOPMENT PROGRAM

The **Mineral** Development Program assists proponents with their exploration, advanced exploration or new mine development projects by: providing information and advice on permitting requirements; bringing proponents together with all relevant ministries in the early stages of project planning to discuss and facilitate permitting concerns; advising and assisting with public and First Nation consultation; and assisting with conflict resolution.

NORTHEAST - MINERAL DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1625
Fax (705)235-1620
8:30 - 5:00

NORTHWEST - MINERAL DEVELOPMENT OFFICE - THUNDER BAY
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1106
Fax (807)475-1112
8:30 - 5:00

SUDBURY - MINERAL DEVELOPMENT
Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30

MINING LANDS SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Toll Free 1-888-415-9845
Fax (705)670-5863
8:30 - 5:00

The role of the Mining Lands Section is to provide orderly and equitable processes that ensure public access to Crown **mineral** rights for the exploration and potential development of Ontario's mineral resources. The sections work units in Sudbury are the Provincial Recording Office, Geoscience Assessment Office, Dispositions Office, **Land** Technical Services and program support services. The section has a field representation for client service in Thunder Bay, Timmins and Kirkland Lake.

GEOSCIENCE ASSESSMENT OFFICE

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5893
Toll Free 1-888-415-9845 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:30 - 5:00

The **Geoscience Assessment** Office (GAO) reviews assessment work submissions as required by the **Mining** Act. GAO determines if assessment work is eligible for recording, and in accordance with the Regulations. GAO records notice of intention to perform assessment work, processes distributions of assessment work, and determines eligibility of exploration expenditures. GAO also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:
Administration of the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
Toll Free 1-888-415-9845
Fax (705)670-5863
8:30 - 5:00

Mining Lands Dispositions Office (MLDO) is responsible for administration of Mining Leases and Mining **Licence**s of Occupation. The MLDO maintains **database**s essential to the administration of all patented, leased and licensed Mining Lands including the invoicing and collection of rents and taxes on these mining lands.

Services offered to the Public:
Consent to Transfer Mining Leases and Mining Licences of Occupation
General Mining Land Information
Mining Lease Renewals
Municipal Tax Sales
Tax and Rent Information

PROVINCIAL RECORDING OFFICE

Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 5:00

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of Crown **mining** lands in Ontario, and provides internet access to Ontario mining lands information.

Services offered to the Public:
Access to Documents Filed Under the Mining Act
Application of legal principles to determine if Mining Act documents are acceptable for filing
Claim Tags/Line Post Tags
Client Number
Commissioner of Oaths under the Mining Act
Consultation services on Mining Act and Regulation
Disputes/Hearings on mining claim matters
Fax Service
Issue and Renewal of Prospectors Licence
Mining Claims Information
Preparation of Lease Requisitions
Recording of Mining Claims
Transfers of Unpatented Mining Claims

MINING LANDS CONSULTANTS

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A8
General Inquiry (705)568-4521
Fax (705)568-4524
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1311
Fax (807)475-1124
8:30 - 5:00

TIMMINS
Ontario Government Complex E Wing
Hwy 101 E
PO BAG 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - DIRECTOR'S OFFICE

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:30 - 5:00

The Ontario Geological Survey (OGS) provides leadership in understanding of the geological framework of the province interpreted in terms of all provincial activities that make use of, or are affected by geology. The objectives of the OGS are to provide and promote a comprehensive inventory and understanding of the geological framework and processes in Ontario as a basis for provincial policy and planning in support of mineral exploration and development, in support of public health and safety, and to help ensure a secure energy supply.

GEOSCIENCE LABORATORIES

Willet Green Miller Ctr
Level A4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Toll Free 1-866-436-5227
Fax (705)670-3047
www.mndm.gov.on.ca
8:30 - 5:00

The **Geoscience Laboratories** (Geo Labs) provides research quality geoanalytical data in support of the program of the Mines and **Minerals** Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analytical services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geochemical communities.

Services offered to the Public:
Geochemical Analyses
Geoscience Laboratories
Method Development
Mineralogical Services
Reference Material Production

INFORMATION AND MARKETING SERVICES

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:30 - 5:00

The Information and Marketing Services main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector, and digital database warehouse.

Services offered to the Public:
GEO Enterprises Ontario

DATABASE MANAGEMENT

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5702
Fax (705)670-5690 (Ontario Geological Survey)
8:30 - 5:00

The **Database** Management Section provides digital data distribution for the Mines and Minerals Division by developing and maintaining digital information standards, procedures; operating digital data distribution channels; working with the identified data stewards to assure accuracy, completeness of the public digital databases of the division; and by managing a digital data warehouse.

MINES LIBRARY

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:30 - 5:00

The Mines **Library** contains publications on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological **Survey** (from 1891), the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library

subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

Services offered to the Public:
Geoscience Library

PUBLICATION SALES

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845
Fax (705)670-5770
8:30 - 5:00

The Publication Sales Outlet is responsible for the sale of all Mines and **Mineral**s Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

Services offered to the Public:
Claim Maps
Publication Sales

PUBLICATION SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5775
Fax (705)670-5690
8:30 - 5:00

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

PRECAMBRIAN GEOSCIENCE

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00

The Precambrian **Geoscience** Section (PGS) of the Ontario Geological Survey is responsible for the mapping of Ontario's Precambrian bedrock and understanding of various **mineral** deposits settings; as well as the delivery of regional gravity, magnetic and electromagnetic geophysical data and derivative products. PGS provides geoscience maps, reports, data, technical talks, posters, new concepts and ideas and client consultations and regional airborne magnetic and electromagnetic geophysical data, derivative products and concepts and ideas based on those geophysical data to support the bedrock mapping program. Geoscience **maps** and airborne geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:
Cooperative Bedrock Geological Program
Geophysics Program
Precambrian Geology Program

RESIDENT GEOLOGIST PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Toll Free 1-888-415-9845
Fax (705)670-5754
8:30 - 5:00

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to **geoscience** databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues affecting the minerals sector; minerals knowledge transfer to Aboriginal communities, providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to optimize the land base available for mineral exploration and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:
Access to Assessment Files
Access to and Use of Drill Core Library System
Access to and Use of Earth Resources and Mineral Exploration Web site (ERMES)
Access to and Use of Resident Geologist Office Library
Access to and Use of the Mineral Deposits Inventory Database
In-office and in-field Geological Consultation and Advisory Services
Mineral Resource Assessments
Resident Geologist Program Monthly/Yearly Report of Activity - Internet Based

REGIONAL LAND USE GEOLOGY

NORTHWEST
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1368
Fax (807)475-1112
8:30 - 5:00

SOUTHERN ONTARIO
Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5737
Fax (705)670-5807
8:30 - 5:00

MMIC - SOUTHWESTERN ONTARIO - TORONTO

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:15 - 4:30

The Mines and **Minerals** Information Centre (MMIC) is open to the public. The Centre offers a reference **Library**, access to the Earth Resources and Mineral Exploration Web site (ERMES) **database** and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

NORTHEAST REGIONAL OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4520
Fax (705)568-4515
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6935
8:30 - 5:00

SOUTH PORCUPINE/TIMMINS
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

SUDBURY
Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:30 - 5:00

NORTHWEST REGIONAL OFFICE
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2813
Fax (807)468-2930
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:30 - 5:00

THUNDER BAY NORTH
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

THUNDER BAY SOUTH
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

SOUTHERN ONTARIO - TWEED
Old Troy Rd
Bag Service 43
Tweed K0K 3J0
General Inquiry (613)478-3161
Fax (613)478-2873
8:30 - 5:00

SEDIMENTARY GEOSCIENCE

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00

The Ontario Geological **Survey**, Sedimentary **Geoscience** Section provides mapping and geochemical investigation of Ontario's surficial and Paleozoic-age materials in order to assist **mineral** exploration and provide a framework for land-use development. This section has four key programs: Surficial Geochemical Program, Surficial Mapping and Sampling Program, Groundwater Mapping Program and the Aggregate/Industrial Minerals Program.

Services offered to the Public:
Aggregate/Industrial Minerals Program
Groundwater Mapping Program
Surficial Geochemical Program
Surficial Mapping and Sampling Program

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Toll Free 1-800-461-2287
Fax (705)945-5931
8:30 - 5:00

The Northern Development Division is comprised of the Regional Economic Development Branch, Trade and Investment Marketing Branch, Programs, Services and Transportation Branch, the Northern Ontario Heritage Fund Corporation and the Northern Ontario Grow Bonds Corporation. The division is responsible for promoting economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to community/ regional economic development, transportation and community infrastructure.

NORTHERN ONTARIO HERITAGE FUND CORPORATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6700
Toll Free 1-800-461-8329
Fax (705)945-6701 (Sault Ste. Marie)
Fax (416)327-0664 (Toronto)
Fax (705)564-7019 (Sudbury)
Fax (807)468-2930 (Kenora)
8:30 - 5:00

The **Northern Ontario Heritage** Fund Corporation (NOHFC) has a mandate to help create jobs and foster growth in the Northern Ontario economy. The NOHFC accomplishes this mandate by delivering targeted programs that assist the following: enterprises that will create jobs in the North, young entrepreneurs, youth internships and co-op placements, emerging technologies and small/ medium size businesses with energy conservation while, at the same time, continuing to suppport vital **infrastructure** and community development projects that stimulate economic activity. Funding assistance available from the NOHFC includes conditional contributions, forgivable performance loans and repayable loans. Information on NOHFC's programs is available on the NOHFC website at www.nohfc.com or may be obtained from Government Information Centres and Ministry of Northern Development and Mines' offices.

Services offered to the Public:
Northern Ontario Heritage Fund Corporation

PROGRAMS, SERVICES AND TRANSPORTATION BRANCH

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
(705)945-5904 (Delivery of Government Services)
(705)945-5929 (Programs & Transportation)
Fax (705)541-2140
8:30 - 5:00

The Programs, Services and Transportation Branch is divided in two units. The Delivery of Government Services Unit which is staffed by Client Service Advisers, located in 31 communities across northern Ontario, who provide customer service by responding to front counter and telephone requests regarding federal and provincial programs. The Programs and Transportation Unit recommends policies and administers programs designed to address northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation, the Ontario Northland Transportation Commission (ONTC), the Owen Sound Transportation Company (OSTC); Ltd. and includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

DELIVERY OF GOVERNMENT SERVICES

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Toll Free 1-877-817-6636
Fax (705)541-2140
8:30 - 5:00

The Delivery of Government Services Unit (Government Information Centres) is staffed by Client Services Advisers located in 31 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office. To find a Government Information Centre in the southern region of Ontario, look under Ministry of Government Services.

NORTHEAST GOVERNMENT INFORMATION CENTRES
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Fax (705)494-4069
Fax (705)564-7413 (Sudbury)
8:30 - 5:00

BLIND RIVER
Ontario Government Bldg
62 Queen Ave
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226x266
Toll Free 1-877-817-6636
Fax (705)356-7441
8:30 - 5:00

COCHRANE
2 Third Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Toll Free 1-877-817-6636
Fax (705)272-3489
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Toll Free 1-877-817-6636
Fax (705)848-2408
8:30 - 5:00

ESPANOLA
148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-1532
Toll Free 1-877-817-6636
Fax (705)869-5602
8:30 - 5:00

GORE BAY
35 Meredith St
PO Box 450
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-877-817-6636
Fax (705)282-2792
8:30 - 5:00

HEARST
613 Front St
PO Box 1688
Hearst P0L 1N0
General Inquiry (705)372-2211
Toll Free 1-877-817-6636
Fax (705)372-2391
8:30 - 5:00

IROQUOIS FALLS
260 Main St
PO Box 460
Iroquois Falls P0K 1G0
General Inquiry (705)232-4001
Toll Free 1-877-817-6636
Fax (705)232-6553
8:30 - 5:00

KAPUSKASING
Ontario Government Bldg
Hwy 11 W
Kapuskasing P5N 2X8
General Inquiry (705)335-6008
Toll Free 1-877-817-6636
Fax (705)335-8765
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4511
Toll Free 1-877-817-6636
Fax (705)568-4515
8:30 - 5:00

MOOSONEE
Ontario Government Bldg
Revillion Rd N
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Toll Free 1-877-817-6636
Fax (705)336-2983
8:30 - 5:00

NEW LISKEARD
280 Armstrong St
PO Box 6002
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Toll Free 1-877-817-6636
Fax (705)647-7993
8:30 - 5:00

NORTH BAY
Suite 111, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Toll Free 1-877-817-6636
Fax (705)497-5544
8:30 - 5:00

PARRY SOUND
Ontario Government Bldg Complex
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4216
Toll Free 1-877-817-6636
Fax (705)746-8828
8:30 - 5:00

SOUTH PORCUPINE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
(705)235-1667 (Timmins)
Toll Free 1-877-817-6636
Fax (705)235-1668
8:30 - 5:00

STURGEON FALLS
Unit 8, 94 King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45

SUDBURY
Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0061
General Inquiry (705)564-0060
Toll Free 1-877-817-6636
Fax (705)564-0063
8:30 - 5:00

NORTHWEST GOVERNMENT INFORMATION CENTRES
Ontario Government Bldg
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
Fax (807)475-1589
8:30 - 5:00

ATIKOKAN
108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00

CHAPLEAU
190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00

DRYDEN
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Toll Free 1-877-817-6636
Fax (807)223-8502
8:30 - 5:00

FORT FRANCES
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5329
General Inquiry (807)274-8611
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00

GERALDTON
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0266
General Inquiry (807)854-1030
Toll Free 1-877-817-6636
Fax (807)854-0335
8:30 - 5:00

IGNACE
Hwy 599 at Hwy 17
PO Box 196
Ignace P0T 1T0
General Inquiry (807)934-2260
Toll Free 1-877-817-6636
Fax (807)934-2609
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2803
Toll Free 1-877-817-6636
Fax (807)468-2941
8:30 - 5:00

MANITOUWADGE
40 Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-1149x249 (Open Tues - Thursday 10:00am-3:00pm)
Toll Free 1-877-817-6636
Fax (807)826-4631
11:00 - 3:00

MARATHON
Suite 105, 52 Peninsula Rd
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Toll Free 1-877-817-6636
Fax (807)229-1592
8:30 - 5:00

NIPIGON
5 Wadsworth Dr
PO Box 8
Nipigon P0T 2J0
General Inquiry (807)887-3230
General Inquiry (807)887-5000
Toll Free 1-877-817-6636
Fax (807)887-2993
8:30 - 5:00

RAINY RIVER
408 Atwood Ave
PO Box 430
Rainy River P0W 1L0
General Inquiry (807)852-3287
Toll Free 1-877-817-6636
Fax (807)852-3938
8:45 - 4:45

RED LAKE
227 Howey St
PO Box 950
Red Lake P0V 2M0
General Inquiry (807)727-2870
Toll Free 1-877-817-6636
Fax (807)727-2946
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 110, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5877
General Inquiry (705)945-5825
Toll Free 1-877-817-6636
Fax (705)945-5958
8:30 - 5:00

SIOUX LOOKOUT
62 Queen St
PO Box 147
Sioux Lookout P8T 1A2
General Inquiry (807)737-1318
Toll Free 1-877-817-6636
Fax (807)737-3419
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Suite 114, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
General Inquiry (807)473-3126
Toll Free 1-877-817-6636
Fax (807)475-1763
8:30 - 5:00

WAWA
48 Mission Rd Hwy 101
PO Box 1370
Wawa P0S 1K0
General Inquiry (705)856-2354
Toll Free 1-877-817-6636
Fax (705)856-7511
8:30 - 5:00

PROGRAMS AND TRANSPORTATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5929
Fax (705)541-2140
Fax (705)564-7597 (Sudbury)
8:30 - 5:00

Programs and Transportation unit recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation, the Ontario Northland Transportation Commission (ONTC) and the Owen Sound Transportation Company (OSTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:
Access Roads
Local Roads Boards
Logistics Consulting Services
Northern Highways Program
Winter Roads

REGIONAL ECONOMIC DEVELOPMENT BRANCH

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7579
Fax (705)564-7583
Fax (705)564-7582 (Director's Office)
www.mndm.gov.on.ca/mndm/nordev/redb/default_e.asp
8:30 - 5:00

The Regional Economic Development Branch is comprised of six integrated area teams which are the focal point for service delivery in the key economic sectors of the North. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Branch also includes the Coordination and Analysis Unit, which undertakes research and supports the development of northern initiatives, the Trade and Investment Marketing Unit, which markets Northern Ontario as a place to invest and do business, the Northern Development Council (NDC) Unit, which supports the NDCs which have been created to establish a direct link from northern communities to the Minister of Northern Development and Mines, and the Grow Bonds Corporation which administers the Northern Ontario Grow Bonds Business Pilot Program. This branch is also repsponsible for the administration of seven Enterprise Centres located throughout the north.

Services offered to the Public:
Business Consulting Services
Business Retention And Expansion
Canada Ontario Municipal Rural Infrastructure Fund
GO North Investor Program
Health Professionals Recruitment Tour
Investment Readiness Test
Local Services Boards
Millennium Partnerships
Northern Ontario Grow Bonds Pilot Program
Northern Ontario Heritage Fund
Resource-Based Tourism Licensing
Rural Economic Development Data and Intelligence
Rural Economic Development Program
Small Business Enterprise Centres
Summer Jobs Service
Support to Agricultural and Horticultural Societies
Trade and Investment Marketing
Veterinary Assistance Program
Violence Against Women Prevention Initiative-Northern Ontario Grants

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to economic development services.

KENORA AND AREA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2937
Fax (807)468-2930
Fax (807)468-2930 (NDO Kenora)
Fax (807)727-2946 (Red Lake)
Fax (807)737-3419 (Sioux Lookout)
Fax (807)274-4438 (Rainy River)
Fax (807)223-8502 (Dryden)
Fax (807)274-4438 (Fort Frances)
Fax (807)934-2304 (Ignace)
8:30 - 5:00

NORTH BAY AND AREA
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4045
Fax (705)647-7993 (New Liskeard)
Fax (705)494-4069
8:30 - 5:00

SAULT STE MARIE AND AREA
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5914
Fax (705)945-5931
Fax (705)356-7441 (Blind River)
Fax (705)864-0681 (Chapleau)
Fax (705)856-7511 (Wawa)
Fax (705)848-2408 (Elliot Lake)
8:30 - 5:00

SUDBURY AND AREA
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7517
Fax (705)282-2792 (Gore Bay)
Fax (705)869-5602 (Espanola)
Fax (705)564-7583
Fax (705)746-8828 (Parry Sound)
8:30 - 5:00

THUNDER BAY AND AREA
Ontario Government Bldg
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1648
Fax (807)475-1589
Fax (807)597-6185 (Atikokan)
Fax (807)229-1592 (Marathon)
Fax (807)887-2993 (Nipigon)
Fax (807)854-0335 (Geraldton)
Fax (807)826-4592 (Manitouwadge)
8:30 - 5:00

TIMMINS AND AREA
Ontario Government Complex E Wing
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1664
Fax (705)568-4515 (Kirkland Lake)
Fax (705)235-1660
Fax (705)272-3489 (Cochrane)
Fax (705)232-6553 (Iroquois Falls)
Fax (705)335-8765 (Kapuskasing)
Fax (705)336-2983 (Moosonee)
Fax (705)372-2391 (Hearst)
8:30 - 5:00

COORDINATION AND ANALYSIS UNIT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7525
Fax (705)564-7583
8:30 - 5:00

The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on northern trends and supports the development of northern initiatives.

NORTHERN DEVELOPMENT COUNCILS

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7591
Fax (705)564-7597
Fax (705)647-7993 (New Liskeard)
Fax (807)475-1589 (Thunder Bay)
Fax (807)597-6185 (Atikokan)
8:30 - 5:00

Four Northern Development Councils (NDCs), representing the Northwest, Northeast, Far North and Major Cities (Cities of Greater Sudbury, North Bay, Timmins, Sault Ste. Marie and Thunder Bay) will advise the Minister of Northern Development and Mines by providing input to or facilitating consultations with Northerners on various issues, initiatives and policy items affecting Northern Ontario. The NDC Unit provides support to the NDCs.

TRADE AND INVESTMENT MARKETING UNIT

Ontario Government Bldg
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1518
Fax (807)475-1589 (Thunder Bay)
Fax (705)564-7597 (Sudbury)
8:30 - 5:00

Trade and **Investment** Marketing works closely with northern businesses, economic development practitioners and agencies, and other levels of government to: put **northern Ontario** on the map with investors and buyers in industry sectors and geographic markets important to northern Ontario; promote the goods and services of northern Ontario; market northern Ontario as a good place to

live, invest and do business; to identify key sectors and activities to further northern Ontario trade and investment; and organize and participate in trade shows, conferences and missions.

SMALL BUSINESS ENTERPRISE CENTRES

Small **Business** Enterprise Centres (SBECs) focus on providing support to start-up and small enterprises during their first five years of operation. Entrepreneurs are provided with easy access to business consulting services and information covering management, marketing, technology and financing. The Ministry of Northern Development and Mines (MNDM) supports 7 SBECs in Northern Ontario in the following communities: Thunder Bay, North Bay, Haileybury, Timmins, Kenora, Sudbury and Sault Ste. Marie.

ENTERPRISE CENTRE SAULT STE MARIE
3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5461
Toll Free 1-800-565-4507
Fax (705)759-2185
8:30 - 4:30

ENTERPRISE TEMISKAMING
467 Ferguson Ave
PO Box 339
Haileybury P0J 1K0
General Inquiry (705)672-5155
Toll Free 1-800-361-2281
Fax (705)672-5959
8:30 - 4:30

NORTHWEST BUSINESS CENTRE
227 1/2 Second St S
Kenora P9N 1G1
General Inquiry (807)467-4643
Fax (807)467-4645
8:00 - 4:00

SUDBURY REGIONAL BUSINESS CENTRE
Tom Davies Sq
200 Brady St
Sudbury P3E 5K3
General Inquiry (705)674-4455x4633
Toll Free 1-800-668-7582
Fax (705)673-7722
8:30 - 4:30

THE BUSINESS CENTRE - NIPISSING/ PARRY SOUND
4th Flr, 200 McIntyre St E
PO Box 360
North Bay P1B 8H8
General Inquiry (705)474-0400x425
Toll Free 1-800-465-6892
Fax (705)474-4493
8:30 - 4:30

THE BUSINESS ENTERPRISE CENTRE
54 Spruce St S
Timmins P4N 2M5
General Inquiry (705)360-8482
Toll Free 1-800-461-2936
Fax (705)360-1394
8:30 - 4:30

THUNDER BAY AND DISTRICT ENTREPRENEUR CENTRE
Victoriaville Civic Ctr
2nd Flr, 111 Syndicate Ave S
PO Box 800
Thunder Bay P7C 5K4
General Inquiry (807)625-3972
Toll Free 1-800-668-9360
Fax (807)623-3962
8:30 - 4:30

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca
7:30 - 5:00

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide transportation and telecommunication services including rail, bus, **ferry**, for passengers and **freight**. **Rail** passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between Toronto and Cochrane with connector **bus** service to Timmins and Hearst, and the Little Bear, a mixed passenger-freight train between Cochrane and Moosonee. The ONTC provides a barge service between Moosonee and Moose Factory Island.

THE OWEN SOUND TRANSPORTATION COMPANY, LIMITED

RR 5
Owen Sound N4K 5N7
General Inquiry (519)376-8740
Toll Free 1-800-265-3163 (Ferry Reservations: 7:00am-10:00pm May-Oct)
www.chicheemaun.com
8:30 - 4:30

The Owen Sound **Transportation** Company, Limited (OSTC), an Operational Enterprise Agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide vehicle/passenger **ferry** transportation in the province of Ontario. Ferry services owned and operated by OSTC include the M.S. Chi-Cheemaun between Tobermory and Manitoulin Island. OSTC also provides contract operation of the Pelee Island Ferry service for the Ontario Ministry of Transportation.

ACTS

Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Northern Services Boards Act
Ontario Mineral Exploration Act
Ontario Northland Transportation Commission Act
Professional Geoscientists Act, 2000

MINISTRY OF PUBLIC INFRASTRUCTURE RENEWAL

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0424
Fax (416)325-8851
www.pir.gov.on.ca
8:30 - 5:00

The Ministry of Public Infrastructure Renewal (PIR) is the central agency and change agent responsible for providing an integrated horizontal approach to infrastructure planning. It also oversees the Ontario Realty Corporation, the Liquor Control Board of Ontario, the Ontario Lottery and Gaming Commission and Ontario Infrastructure Projects Corporation. The ministry has three distinct yet interdependent activities: growth planning, infrastructure planning, and infrastructure financing and procurement. All of these components strengthen our communities and economic competitiveness and ensure Ontarians have a quality of life that is second to none. PIR works with line ministries to coordinate the government's investments in infrastructure and on integrating ministries' growth planning initiatives so that government priorities are met.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-8664
Fax (416)325-8440
www.pir.gov.on.ca
8:30 - 5:00

The Communications Branch is responsible for informing the public, key stakeholder and government ministries about the ministry's programs and policies related to its core business and the government's corporate agenda. The branch provides a wide range of communications advice and support to ministry and agency clients, as well as to the Minister. The branch also liaises with all government ministries to ensure effective coordination and integration of communications initiatives. The branch works to increase public awareness that infrastructure and growth planning lead to stronger, better communities through strategic planning and coordination of public engagements, issues management, proactive media relations and responding to ministerial correspondence. The branch is also responsible for maintaining the ministry's web site, creative services and internal communications.

AGENCIES DIVISION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-5596
Fax (416)325-4959
www.pir.gov.on.ca
8:30 - 5:00

The Agencies Division liaises with agencies reporting to the Minister to provide governance and oversight in order to ensure effective leadership and co-ordination in the development of government policy for gaming, alcohol and realty assets and to manage effectively the accountability relationship between government and its agencies on behalf of the Minster and Deputy.

GAMING AND ALCOHOL POLICY BRANCH

4th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2736
Fax (416)212-4941
8:30 - 5:00

The Gaming and Alcohol Policy Branch ensures the corporate accountability of the LCBO and OLGC to the ministry. It is responsible for the development and implementation of provincial gaming policy and legislation and provides input into alcohol policy and legislation.

PROJECT DEVELOPMENT AND AGENCY LIAISON BRANCH

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-4824
Fax (416)325-4920
www.pir.gov.on.ca
8:30 - 5:00

The Project Development and Agency Liaison Branch (PDAL), is responsible for the oversight and implementation of designated major infrastructure projects, guided by the five key infrastructure principles. PDAL identifies and promotes best practices in infrastructure planning, development and delivery. It provides advice and support in the accountability relationship between PIR and the Ontario Infrastructure Projects Corporation (OIPC)/Infrastructure Ontario.

REALTY RELATIONS BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-4857
Fax (416)327-2518
8:30 - 5:00

The Realty Relations Branch provides advice and support to the Minister, the Deputy and senior executives in the accountability relationship between Ministry of Public Infrastructure Renewal (PIR) and the Ontario Realty Corporation (ORC).

TRANSMISSION CORRIDOR PROGRAM (TCP)

18th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-6706
Fax (416)212-1172
9:00 - 5:00

Transmission Corridor Program (TCP) provides advice and support to the Minister, the Deputy and senior executives on the operation of the Provincial Secondary Land Use Programs, and on issues related to the transmission corridor lands. It serves as the liaison between the Ministry and Hydro One.

CORPORATE SERVICES DIVISION

5th Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6866
Fax (416)314-3354
8:30 - 5:00

Corporate Services is responsible for providing results-based planning, financial and administrative support to the ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management, and French language services. Corporate Services also manages the relationship with service providers and is the key point of contact with the Central Agency I&IT Cluster, Ontario Internal Audit, Ministry of Government Services and the Ontario Shared Services.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

Frost N
6th Flr Rm 665, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)327-3189
Fax (416)327-2760
intra.cqsd.fin.gov.on.ca
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

ONTARIO INTERNAL AUDIT

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1703
Fax (416)326-1712
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

SERVICE MANAGEMENT BRANCH

5th Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6866
Fax (416)314-3354
8:30 - 5:00

The Service Management Branch manages the ministry's internal service agreements (i.e. Ontario Shared Services, Information Technology, Facilities and other administrative services), Emergency Management Program including business continuity planning, Quality Service Program facilities management, telecommunications, information and document management and administrates the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects and overall business improvements for the ministry.

INFRASTRUCTURE FINANCING AND PROCUREMENT DIVISION

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-1385
Fax (416)325-4646
www.pir.gov.on.ca
8:30 - 5:00

The Infrastructure Financing and Procurement Division provides strategic analysis, advice, and decision support for procurement, financing, project management and evaluation of public infrastructure investments by the government. The division leads the development of long-term sustainable infrastructure procurement and financing options, including new models, increased direct investment by governments, and innovation in financing.

PROJECTS IMPLEMENTATION BRANCH

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8504
Fax (416)325-4646
8:30 - 5:00

The Projects Implementation Branch partners with ministries and agencies to implement major infrastructure projects using best practices in project development and in the structuring and financing of procurement. The branch provides financial advisory and project management services to improve the performance of government infrastructure investments and is responsible for corporate compliance and oversight of these investments.

INFRASTRUCTURE POLICY AND PLANNING DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-9411
Fax (416)325-8851
www.pir.gov.on.ca
8:30 - 5:00

The **Infrastructure** Policy and Planning Division provides strategic policy development and analysis for planning and managing the government's investments in public infrastructure. In consultation with central agencies, and working with capital ministries, the division manages the government's infrastructure planning process and in-year capital expenditures and develops the government's multi-year provincial infrastructure plan. The division also works with federal and municipal levels of government in identifying infrastructure priorities across the province.

ASSET MANAGEMENT BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-9411
Fax (416)326-9845
www.pir.gov.on.ca
8:30 - 5:00

The Asset Management Branch is leading the development of an Infrastructure Asset Management system for Ontario including the development of data standards and systems to support an asset inventory.

INFRASTRUCTURE STRATEGIES BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-9411
Fax (416)325-8851
www.pir.gov.on.ca
8:30 - 5:00

The Infrastructure Strategies Branch has central agency responsibilities for managing the government's infrastructure planning process and for managing the province's infrastructure investment plan. The branch also provides policy analysis and advice on capital investment issues.

MUNICIPAL INFRASTRUCTURE BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-9411
Fax (416)326-9845
www.pir.gov.on.ca
8:30 - 5:00

The Municipal **Infrastructure** Branch is responsible for developing infrastructure partnership strategies with the federal government and Ontario **municipalities** and for negotiating federal-provincial infrastructure funding agreements. The branch also manages Ontario's interests in the Toronto Waterfront Revitalization initiative.

LEGAL SERVICES BRANCH

4th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-1841
Fax (416)325-1781
8:30 - 5:00

The Legal Services Branch provides strategic legal analysis and advice to support and advance the ministry's and government's mandate. Specifically it provides advice regarding: infrastructure policy and planning issues; procurement; financing; project management; and, evaluation of public infrastructure investments by the government. Legal counsel provide general assistance in the areas of contract management; agency relations and oversight; alcohol and gaming oversight; strategic asset management review and management; corporate governance; production of legal instruments such as legislation, regulations, orders-in-council, agreements, contracts and memoranda of understanding; freedom of information; conflict of interest; and, interpretation of PIR administered and other relevant statutes.

ONTARIO GROWTH SECRETARIAT

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-1210
Toll Free 1-866-479-9781
Fax (416)325-7405
www.pir.gov.on.ca
8:30 - 5:00

The Ontario Growth Secretariat (OGS) provides leadership in the development of a growth planning agenda. OGS activities will result in integrated decision-making that brings together all

levels of government and other stakeholders on issues such as transportation, infrastructure, land use, the environment, housing and public investment to create a higher quality of life.

ASSISTANT DEPUTY MINISTER'S OFFICE

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-1210
Toll Free 1-866-479-9781
Fax (416)325-7405
www.pir.gov.on.ca
8:30 - 5:00

The Assistant Deputy Minister's office supports the activities of the Deputy Minister and is responsible for the overall direction and administration of the Secretariat. The Secretariat consists of the Assistant Deputy Minister's Office, Partnerships and Consultation Branch and Growth Policy, Planning and Analysis Branch.

GROWTH POLICY, PLANNING AND ANALYSIS BRANCH

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-1210
Toll Free 1-866-479-9781
Fax (416)325-7403
8:30 - 5:00

The Growth Policy, Planning and Analysis Branch provides two key streams of work related to growth plan development and implementation and legislative conformity: growth policy; and growth planning and analysis. The Growth Policy Team integrates growth policy and planning with the corporate capital planning process and other provincial policies and legislation. The Growth Planning and Analysis Team develops land use planning analysis and technical research, geospatial analysis, and growth monitoring systems.

PARTNERSHIPS AND CONSULTATION BRANCH

4th Flr Suite 425, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)325-1210
Toll Free 1-866-479-9781
Fax (416)325-7403
www.pir.gov.on.ca
8:30 - 5:00

The Partnerships and Consultation Branch provides for public and stakeholder engagement contributing to the implementation of Ontario's Places to Grow initiative, through research and strategic outreach. The Team also undertakes partnership development with the academic, not-for-profit and private sectors.

ONTARIO STRATEGIC INFRASTRUCTURE FINANCING AUTHORITY

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)212-7132
Fax (416)212-6452
www.osifa.on.ca
8:30 - 5:00

The Ontario Strategic **Infrastructure** Financing Authority (OSIFA), provides financing to renew and rebuild Ontario's public infrastructure. OSIFA sells Infrastructure Renewal Bonds to raise capital for its public infrastructure financing program.

COMMUNITY FINANCE

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)212-7132
Fax (416)212-6452
www.osifa.on.ca
8:30 - 5:00

Community Finance is responsible for developing and maintaining effective financial policies and risk management, assessment and mitigation policies. It leads and directs a controllership framework with the Ontario Strategic Infrastructure Financing Authority (OSIFA), ensuring adherence to financial, accounting, banking, legal and administrative policies and procedures. It has primary responsibility for the budgeting and financial reporting activities of OSIFA.

COMMUNITY RELATIONS AND COMMUNICATIONS

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)212-7132
Toll Free 1-800-230-0937 (Loan Hotline)
Fax (416)212-6452
www.osifa.on.ca
8:30 - 5:00

Community Relations and Communications is responsible for administration of the Ontario Strategic Infrastructure Financing Authority's (OSIFA's) infrastructure renewal **loan** program, as well as outreach to broader public sector stakeholders, the financial community, and relevant government agencies.

LEGAL SERVICES

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)212-7132
Fax (416)212-6452
www.osifa.on.ca
8:30 - 5:00

Legal Services provides legal and corporate services to the Authority and provides corporate secretarial services to the Authority's Board of Directors.

STRATEGIC ASSET MANAGEMENT UNIT

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-4220
Fax (416)212-6273
8:00 - 5:00

The Strategic Asset Management Unit provides overall strategic planning and support for the ongoing review of major Provincial assets. The unit manages, supports or participates in asset management reviews to determine whether they are being managed effectively and efficiently and whether they are providing the maximum return to the people of Ontario.

AGENCIES, BOARDS AND COMMISSIONS

INFRASTRUCTURE ONTARIO

9th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)212-7289
Fax (416)325-4646
8:30 - 5:00

Infrastructure Ontario is responsible for project management and contract management of large, complex infrastructure projects that are identified in the Government's multi-year capital plan as Alternative Financing and Procurement (AFP) projects, and advising the Minister on related planning and implementation of prospective projects.

Infrastructure Ontario is also responsible for overseeing the operations of the Ontario Strategic Infrastructure Financing Authority (OSIFA).

LIQUOR CONTROL BOARD OF ONTARIO

55 Lake Shore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226
www.lcbo.com

The LCBO is a Government of Ontario Crown Corporation established in 1927 to control importation, distribution, pricing and sale of beverage **alcohol** in the province. With 6,500 employees, the corporation directly operates 600 retail stores and four warehouses across Ontario.

ONTARIO LOTTERY AND GAMING CORPORATION

Roberta Bondar Pl
Suite 800, 70 Foster Dr
Sault Ste Marie P6A 6V2
General Inquiry (416)224-1772 (Toronto)
General Inquiry (705)946-6464
Toll Free 1-800-387-0098 (Consumer Inquiries)
TTY Toll Free 1-800-563-5357
Fax (416)224-7000 (Toronto)
Fax (705)946-6600
www.OLGC.ca
8:45 - 5:00

The Ontario **Lottery** and **Gaming** Corporation (OLGC) is a quality provider of attractive, controlled gaming, engaging our employees and related organizations in serving Ontario's citizens

and tourists in a socially responsible manner, and creating profits for charities and government projects in accordance with government policy and direction. The OLGC reports to the Ministry of Public Infrastructure Renewal (PIR). As an operational enterprise agency, OLGC is responsible for province-wide lottery games; charity and **aboriginal casinos**; slot machine facilities at racetracks; and commercial casinos.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 2G3
General Inquiry (416)327-3937
Toll Free 1-877-863-9672
Fax (416)327-1906
www.orc.on.ca
8:30 - 5:00 ♿

The Ontario Realty Corporation (ORC) was established in 1993 as a crown corporation. Reporting to the Minister of Public Infrastructure Renewal (PIR), the **ORC** provides a broad range of **real estate** services including: **construction** project management, facilities management, and strategic portfolio management on behalf of the Government of Ontario. The ORC manages a vast and diverse portfolio, consisting of approximately 6,000 buildings, comprising 52-million square feet of space and 95,000 acres of land, making it one of the largest real estate management companies in North America.

ACTS

Capital Investment Plan Act, 1993, S.O. 1993, c. 23. - In respect of the Ontario Realty Corporation as conferred by subsection 3(4) of the Act.

Conservation Authorities Act, R.S.O. 1990, c. C. 27, s. 32. - In respect of the powers and duties of the Minister of Government Services described in section 32.

Education Act, R.S.O. 1990, c. E. 2 and R.R.O. 1990, Reg. 296, ss. 18(k). - In respect of the powers and duties of the Ministry of Government Services described in subsection 18(k).

Electricity Act, 1998, S.O. 1998, c. 15, Schedule A, Part IX.1. - In respect of the powers and duties of the Chair of the Management Board of Cabinet under Part IX.1.

Environmental Assessment Act, R.S.O. 1990, c. E. 18, and R.R.O. 1990, Reg. 334, s. 7. - In respect of the power of the Chair of the Management Board of Cabinet referred to in section 7 of the Reg.

Fish and Wildlife Conservation Act, 1997, S.O. 1997, c. 41, s. 81. - In respect of the powers of the Chair of the Management Board of Cabinet, described in section 81.

Liquor Control Act, R.S.O. 1990, c. L. 18.

Ministry of Government Services Act, R.S.O. 1990, c. M. 25. - In respect of the Ontario Realty Corporation and all real property matters. Specifically, ss. 6, 7, 8, 9(2), 11, 12, 16, 17, 19.

Ontario Lottery and Gaming Corporation Act, 1999, S.O. 1999, c. 12, Schedule L.

Ontario Strategic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A - Except for subsection 4(3) and (4) and sections 13, 16, 17 and 18 assigned to the Minister of Finance.

Places to Grow Act, 2005, S.O. 2002, c. 13.

Public Lands Act, R.S.O. 1990, c. P. 43, ss. 46(2). - In respect of powers of the Minister of Government Services described in subsection 46(2).

Registry Act, R.S.O. 1990, c. R. 20, s. 114 - In respect of the powers and duties of the Minister of Government Services described in section 114.

Surveys Act, R.S.O. 1990, c. S. 30, s. 61. - In respect of the powers of the Minister of Government Services described in section 61 regarding the installation of survey monuments on lands.

Toronto Waterfront Revitalization Corporation Act, 2002, S.O. 2002, c.28

MINISTRY OF RESEARCH AND INNOVATION

Whitney Block
1st Flr, 99 Wellesley St W
Toronto M7A 1W1
General Inquiry (416)325-5181
Fax (416)314-5927
www.mri.gov.on.ca
8:00 - 5:30

In carrying out its mandate, the Ministry of Research and Innovation will work collaboratively across all government ministries to ensure improved coordination and alignment of research, commercialization and innovation activities and to foster a culture of innovation. The Ministry of Research and Innovation is also committed to engaging all external partners, including the private sector, education and research communities in supporting and delivering on the research and innovation agenda.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND STAKEHOLDER OUTREACH BRANCH

Whitney Block
1st Flr, 99 Wellesley St W
Toronto M7A 1W1
General Inquiry (416)325-5140
Fax (416)325-3877
8:30 - 5:00

The Communications and Stakeholder Outreach Branch provides strategic communications advice and support to the Deputy Minister and Minister of Research and Innovation. Through communications services and products, the branch supports policies and programs which drive Ontario's research and innovation agenda. In addition, through stakeholder outreach and promotion, this branch will engage stakeholders and foster a culture of innovation in Ontario.

ONTARIO INTERNAL AUDIT - JUSTICE SERVICE TEAM

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762
8:00 - 5:30

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

ONTARIO INTERNAL AUDIT - JUSTICE/MEDT/MRI AUDIT SERVICE TEAM

16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministy and agency operations. Internal Audit Servies are provided unter the direction of the Chief Internal Auditor.

CORPORATE AND AGENCY SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6486
Fax (416)325-6392
8:30 - 5:00

The Corporate and Agency Services Division leads and coordinates corporate and administrative support services, including human resources and facility services, business planning and finance, and information technology systems for the Ministry of Economic Development and Trade and the Ministry of Research and Innovation. It also coordinates ministry participation in government-wide administrative initiatives and projects. The division provides selected administrative services to the Ministries of Intergovernmental Affairs and Democratic Renewal. The division is responsible for the development of the ministry's emergency management program.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00

The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Economic Development and Trade and the Ministry of Research and Innovation on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Treasury Board approvals. The branch also provides corporate accounting services to the Ministry of Economic Development and Trade, the Ministry of Research and Innovation, the Ministry of Intergovernmental Affairs and the Democratic Renewal Secretariat. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Ontario Shared Services.

BUSINESS TRANSFORMATION AND ORGANIZATIONAL DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:30 - 5:00

The Business Transformation and Organizational Development Branch is responsible for ministry human resources and quality service strategies and initiatives, supporting service management relationships including information technology and leading key business transformation initiatives such as Electronic Client Relationship Management Project (eCRM).

CORPORATE INITIATIVES GROUP

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6608
Fax (416)325-6715
8:30 - 5:00

The Corporate Initiatives Group is responsible for the development and implementation of the Ministry's Human Resources Plan, which includes the HR strategies and achievements including responsibility for the administration of the Workforce Information Network (WIN).

QUALITY AND SERVICE MANAGEMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:30 - 5:00

The Quality and Services Management Unit leads and coordinates the implementation of the ministry quality initiatives, and provides service management support for a range of business services including information technology and shared services, and supports ministry records and information management (RIM).

HUMAN RESOURCES AND FACILITIES SERVICES BRANCH

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
Fax (416)325-6707
8:30 - 5:00

Human Resources and Facilities Services Branch plays a leadership role in ensuring customer-focused strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counselling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

IMPLEMENTATION TEAM

Whitney Block
1st Flr, 99 Wellesley St W
Toronto M7A 1W1
General Inquiry (416)325-5143
Fax (416)314-5927
8:30 - 5:00

The Implementation Team, working with the Research and Commercialization Division and Corporate Services-MEDT, assists in developing the new functions, capacities and organization required for the start up and operation of the Ministry of Research and Innovation. These include policy and research support to the Ontario Research and Innovation Council; policy and strategy development services to the Ministry; an integrated, evidence-based policy framework for research and innovation across government; support for a new Deputy Ministers' Committee; and arrangements to work horizontally with key ministries across government to ensure improved coordination of innovation-related activities.

RESEARCH AND COMMERCIALIZATION DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-1287 (Reception)
Fax (416)314-4344
8:30 - 5:00

The Research and Commercialization Division works with other divisions in the ministry and with stakeholders inside and outside of government to implement the ministry's Research and Commercialization Strategy. The Strategy is built around four goals: to sustain and build world class research; to enhance commercialization activities; to build and link regional innovation networks across the province, and to attract and retain talent.

COMMERCIALIZATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525
Fax (416)314-0680

The **Commercialization** Branch coordinates program funding and the delivery of programs to accelerate **technology** transfer, technology uptake and commercialization in knowledge intensive industries. The branch is responsible for the delivery of the Ontario Research Commercialization Program, the Regional Innovative Network Program, the Ontario Fuel Cell Innovation Program, funding for the Ontario Centres of Excellence Inc., Health Technologies program and for the Ontario Institute for Cancer Research.

INFRASTRUCTURE AND INNOVATION PARTNERSHIPS BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6807
Fax (416)326-9654

The **Infrastructure** and Innovation Branch is responsible for: the development and management of major commercialization infrastructure projects; the development of the next generation of research and commercialization infrastructure; and on-going strategy and developmental work with regional organizations involved in studying and implementing innovation and commercialization initiatives across Ontario and within other jurisdictions.

RESEARCH BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
Fax (416)314-8224

The **Research** Branch coordinates the delivery of MEDT programs that fund leading edge research, that provide matching funding for federally funded research awards, and that support early career researchers, youth science and technology awareness and international R&D collaborations. The branch is responsible for the delivery of the Ontario Research Fund program, The Research Talent Development program and The Connections and Partnerships program, focused on youth and on international collaboration.

MINISTRY OF TOURISM

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
TTY (416)325-5807
Toll Free 1-800-668-2746 (Ontario Travel Information)
TTY Toll Free (886)700-0040
Fax (416)314-7854
www.tourism.gov.on.ca
9:00 - 5:00

In partnership with tourism industry sectors, the Ministry of Tourism supports delivery of high quality tourism experiences to Ontarians and visitors to Ontario. Promoting a sustainable, customer-focused tourism industry increases pride in our communities, and increases economic growth.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Fax (416)325-5968

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The Communications Branch is also responsible for the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

CORPORATE POLICY UNIT

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-8292
Fax (416)325-8568
8:45 - 5:00

The Corporate Policy Unit provides the Minister and Deputy Minister with high-quality and timely policy advice on Cabinet and committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Tourism contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Tourism's policy positions.

INVESTMENT AND DEVELOPMENT OFFICE

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-6894
Fax (416)327-2506

The mandate of the Investment and Development Office (IDO) is to increase Ontario's competitiveness by supporting destination and experience development in Ontario's tourism sector. In addition, IDO administers the Sport, Culture and Tourism Partnership Program.

PRODUCT DEVELOPMENT AND INVESTMENT SERVICES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-6894
Fax (416)327-2506
www.tourism.gov.on.ca

Product Development and **Investment** Services facilitates the development of market-ready tourism experiences and destinations by gathering market intelligence, conducting pilot projects, supporting municipal economic development and partnering with industry, government, agencies and organizations to implement tourism plans and development projects. The investment services' role includes identifying municipal tourism investment opportunities and promoting Ontario as a place to invest in tourism.

SPORTS, CULTURE AND TOURISM PARTNERSHIPS SECRETARIAT

LuCliff Pl
15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-1961
Toll Free 1-866-219-5001
Fax (416)314-1382
www.pir.gov.on.ca
8:30 - 4:30

Sports, **Culture** and **Tourism** Partnerships Secretariat (SCTP) recognizes the important contribution that sport, culture and tourism facilities make to Ontario's economic prosperity and high standard of living. The Secretariat manages the **funding** program which is available to assist sport, culture and tourism infrastructure across the province with maintenance, upgrades, and in some cases expansion. For more information please contact www.pir.gov.on.ca.

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
Toll Free 1-800-267-9340
Fax (613)742-5300

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-800-465-6861
Fax (807)475-1297

For information on I&IT Clusters, see introductory page x

ONTARIO INTERNAL AUDIT

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 4:45

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides services to the Ministry of Citizenship and Immigration, including the Ontario Women's Directorate and the Ontario Seniors' Secretariat; the Ministry of Tourism; the Ministry of Culture and the Office of Francophone Affairs. The division ensures the provision of efficient and effective administrative services, including legal services, human resources, French language services, information technology and business solutions, results-based planning and resource allocation activities to support ministry and government objectives. The division also provides regional support to the ministries' program areas and delivers programs and services to clients across Ontario.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides advice on results-based planning, accounting, modern controllership, facilities management, emergency management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and results-based planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, Ministry of

Culture and Ministry of Tourism. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministry of Tourism and Ministry of Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture, and the Ministry of Tourism and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
8:30 - 5:00

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCI/MTOUR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology solutions to meet business requirements of the Ministries of: Citizenship

and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45

The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

REGIONAL SERVICES BRANCH

3rd Flr Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687 (Call Bell Relay Service at 1-800-855-0511)
TTY Toll Free 1-800-588-0511
Fax (416)314-6686
8:30 - 5:00

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism.

CENTRAL AREA
5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

DURHAM REGION
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
Ontario Government Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3419
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)351-1553
8:30 - 4:45

SOUTHEAST AREA
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0641
Toll Free 1-800-360-1304
Fax (705)646-0544
8:30 - 4:45

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629 (For Area Code 705 only)
Fax (705)552-2631
8:30 - 4:45

SOUTHWEST AREA
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

TOURISM DIVISION

Macdonald Block
1st Flr Rm M1-48, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Fax (416)325-6985
www.tourism.gov.on.ca
8:30 - 4:45

The Tourism Division seeks to increase investment in Ontario's tourism industry by developing appropriate tools to foster the right business climate.

FORT WILLIAM HISTORICAL PARK

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
(807)473-2333 (Hotline)
French Phone (807)473-2344
TTY (807)473-2307
Fax (807)473-2312 (Visitor Centre)
Fax (807)473-2327 (Administration)
Fax (807)473-2336 (General Manager)
www.fwhp.ca
8:30 - 5:00

Situated in Thunder Bay, Fort William Historical **Park** is a branch of the Ministry of Tourism. The Fort is a multi-component destination tourism attraction that provides top-level cultural **heritage**, entertainment and educational experiences for residents and visitors to northwestern Ontario. As a living **history** attraction, the Fort depicts the **fur** trade activities of the North West Company from 1803 to 1821. The heritage program features interactions with costumed staff, daily dramas, demonstrations, tours, special events and education programs. Facilities include a gift shop, ecotourism, aboriginal and overnight experiences, a resource **library**, banquet and conference facilities and picnic area with access for persons with disabilities.

HURONIA HISTORICAL PARKS

16164 Hwy 12
PO Box 160
Midland L4R 4K8
General Inquiry (705)526-7838 (Sainte-Marie among the Hurons)
General Inquiry (705)549-8064 (Discovery Harbour)
Fax (705)526-9193
www.hhp.on.ca
8:30 - 5:00

The ministry operates and maintains two historic attractions. **Sainte-Marie among the Hurons** in Midland (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. **Discovery Harbour** in Penetanguishene represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a naval dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of replica vessels and the King's Wharf **Theatre** offers professional summer theatre.

SPORT AND RECREATION BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-6301
Fax (416)314-7458
8:30 - 4:45

The **Sport** and **Recreation** Branch has a core business of advancing the sport and recreation sectors through excellence in policy leadership, program development and strategic **funding** for the health, social, and economic benefit of Ontarians and the prosperity of their communities. It engages and links stakeholders and other ministries to build a capable Sport and Recreation delivery system; encourages Ontarians to participate in innovative, safe and positive sport and recreation to a level of their interest and ability; contributes to a strong provincial sport system and the development of athletic excellence in Ontario; engages Ontarians to be regularly physically active, to enhance

their quality of life and address risks associated with a sedentary lifestyle; and develops programs, strategies, and partnerships within the sport and recreation sectors that contribute to prosperous communities and the economic growth of the province.

Services offered to the Public:
Grants to Provincial and Community Recreation Organizations
Sport and Recreation Provincial Programs

TOURISM AGENCIES UNIT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7000
(416)569-0933 (Director's Cell)
(416)326-9579 (Toronto)
Fax (416)314-7003
8:00 - 5:00

The **Tourism** Agencies Unit is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parks Commission, St. Lawrence Parks Commission, Huronia Historical Parks, Old Fort William and the Ontario Tourism Marketing Partnership Corporation.

TOURISM POLICY AND RESEARCH BRANCH

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
www.tourism.gov.on.ca
8:30 - 4:30

The Tourism Policy and Research Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

POLICY AND STRATEGY DEVELOPMENT

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30

The Tourism Policy and Strategy Development unit works with Ontario's tourism industry to develop and implement Ontario's Tourism Strategy; creating and reviewing tourism policy by working with tourism industry associations, reviewing proposals of other ministries, working with other provincial ministries and the federal government to ensure the needs of Ontario's tourism industry are considered in all areas of policy development.

RESEARCH AND INDUSTRY COMPETITIVENESS

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30

Research and Industry Competitiveness section guides marketing, policy and product development decisions by providing strategic information and analysis. The section responsibilities include monitoring domestic and international **tourism** trends and determining their impact on Ontario's tourism industry; forecasting; tourism statistics, e.g., visitation; product research; economic impact analyses; designing and conducting relevant research initiatives (supply-side and demand-side) to increase competitiveness.

NORTH BAY OFFICE
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4159
Toll Free 1-800-561-3399

AGENCIES, BOARDS AND COMMISSIONS

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8224
www.mtccc.com

The Metro Toronto **Convention** Centre Corporation is an agency of the Ministry of Tourism and Recreation. Since its opening on October 1984, the centre has earned a reputation as a world class facility hosting more that 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat **theatre**, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administration Bldg
7400 Portage Rd S
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com
8:30 - 4:45

The Niagara **Parks** Commission operates a park system consisting of 1,720 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, historic sites, **golf course**s, botanical **gardens** and a horticultural school. The commission administers the Niagara Parks Act.

ONTARIO PLACE CORPORATION

955 Lake Shore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com

Ontario Place Corporation manages a major tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. Located in Toronto, a 96-acre waterfront, urban **park** setting, it includes the Molson Amphitheatre; live kids entertainment; fireworks; corporate and education offerings; Atlantis pavilions (open all year); restaurants; snack bars; souvenir shops; marina; South Beach Volleyball; Soak City Waterpark (slides - Purple Pipeline and Pink Twister, Hydrofuge, Rush River Raft Ride; and waterplay area); and rides/ entertainment (Mega Maze; MARS Simulator Ride; pedal boats; Cinesphere IMAX films), Wilderness Adventure Ride; Mini Greens, Cool Hoops, Bumper Boats, First Flight, Cyclone Speedway, Super Slide, Free Fall, Whiz Kids Mini Racers, and new for 2003- H20 Generation Station, Hydrostatic Blaster, and Ontario Place Driving School. Ontario Place is open in June, July and August and some weekends in May and September. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-0757
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.ontariotravel.net
8:30 - 5:30

The Ontario **Tourism Marketing** Partnership Corporation is responsible for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involve a wide range of tourism stakeholders in the development and implementation of strategic tourism marketing initiatives.

NORTHERN OFFICE
Suite 203, 123 March St
Sault Ste Marie P6A 2Z5
General Inquiry (705)945-6578
Fax (705)945-6580

ONTARIO TRAVEL INFORMATION CENTRES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry 1-800-567-1140
Fax (705)725-7285

The ministry operates 18 **Travel** Information Centres (11 year-round and 7 seasonal). Of the 18 travel centres, 13 are located at US/Canada border crossings and high traffic areas. The mission of the Travel Information Centres is to work in partnership with the regions and tourism industry of Ontario to provide comprehensive, customized tourism information, that meet the individual needs of the tourists. Each centre, regardless of the region it is located within, promotes the entire province and the full range of tourism resources. The purpose of the centres is to act as information portals to provide visitors travelling to and within Ontario with in-market information. The centres

encourage visitors to enhance their Ontario tourism experience by visiting local attractions, travelling to other regions, extending the length of their stay, increasing their spending and planning repeat visits.

CENTRAL, EASTERN, NORTHERN REGION TRAVEL CENTRES

CENTRAL REGION

BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr E
Barrie L4N 9A9
General Inquiry (705)725-7280
Toll Free 1-800-668-2746 (Alpine & X-Country Ski Reports Dec - Apr; Campground Vacancy Reports Jul - Aug; Spring Blossoms)
Fax (705)725-7285

TORONTO (ATRIUM ON BAY) TRAVEL INFORMATION CENTRE
Atrium on Bay
20 Dundas St W
Toronto M5G 2C2

Atrium on Bay
595 Bay St
PO Box 162
Toronto M5G 2C2
Toll Free 1-800-668-2746
Fax (416)314-5901

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
General Inquiry (613)933-2420
Fax (613)933-3387

HAWKESBURY TRAVEL INFORMATION CENTRE (SEASONAL)
777 Hwy 417
RR 1
Chute a Blondeau K0B 1B0
General Inquiry (613)674-2000 (May 15 - Thanksgiving)
Fax (613)674-2689

HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE (SEASONAL)
700 Hwy 137
RR 1 (Lansdowne)
Hill Island K0E 1L0
General Inquiry (613)659-2108 (May 15 - Thanksgiving)
Fax (613)659-2102

LANCASTER TRAVEL INFORMATION CENTRE (SEASONAL)
20806 County Rd 2 & Hwy 401
RR 1
Lancaster K0C 1N0
General Inquiry (613)347-3498 (May 15 - Thanksgiving)
Fax (613)347-3435

PRESCOTT TRAVEL INFORMATION CENTRE (SEASONAL)
1033 Hwy 16 (at US/Canada border)
PO Box 1600
Prescott K0E 1T0
General Inquiry (613)925-3346 (May 15 - Thanksgiving)
Fax (613)925-1462

NORTHERN REGION

FORT FRANCES TRAVEL INFORMATION CENTRE
400 Central Ave
Fort Frances P9A 1X8
General Inquiry (807)274-7566
Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE (SEASONAL)
Ontario/Manitoba Border
Hwy 17
GD
Keewatin P0X 1C0
General Inquiry (807)468-2495 (May 15 - Labour Day)
Fax (204)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE (SEASONAL)
7671 Hwy 61
RR 7 Pigeon River
Thunder Bay P7C 5V5
General Inquiry (807)964-2094 (May 15 - Thanksgiving)
Fax (807)964-2029

RAINY RIVER TRAVEL INFORMATION CENTRE (SEASONAL)
301 Atwood Ave
PO Box 100
Rainy River P0W 1L0
General Inquiry (807)852-4449 (May 15 - Labour Day)
Fax (807)852-3124

SAULT STE MARIE TRAVEL INFORMATION CENTRE
261 Queen St W
Sault Ste Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943

NIAGARA, SOUTHWESTERN REGION TRAVEL CENTRES

NIAGARA REGION

FORT ERIE TRAVEL INFORMATION CENTRE
Unit 1, 350 Bertie St
Fort Erie L2A 6S6
General Inquiry (905)871-3505
Fax (905)871-6461

NIAGARA FALLS TRAVEL INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441

ST CATHARINES TRAVEL INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634

SOUTHWESTERN REGION

SARNIA TRAVEL INFORMATION CENTRE
1415 Venetian Blvd
Point Edward N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576

WINDSOR HURON TRAVEL INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313

WINDSOR PARK TRAVEL INFORMATION CENTRE
110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

OTTAWA CONGRESS CENTRE

55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Toll Free 1-800-450-0077
Fax (613)563-7646
www.OttawaCongressCentre.com

The **Ottawa Congress Centre** forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ST. CLAIR PARKS COMMISSION

SCPC Administration Office
264 Paget St
Corunna N0N 1G0
General Inquiry (519)862-2291
Fax (519)862-2294
www.stclairparkway.com
8:30 - 4:30

The St. Clair **Parks** Commission is an agency that maintains a set of parks along the St. Clair River. The commission is located within Lambton county. The vision of the commission is to preserve access to waterfront property for public use. Attractions include Sarnia Bay Marina, St. Clair Parkway **Golf Course**, and two **campgrounds**.

ST. LAWRENCE PARKS COMMISSION

RR 1
Morrisburg K0C 1X0
General Inquiry (613)543-3704
(613)542-7388 (Fort Henry, Kingston)
TTY (613)542-2956 (Fort Henry, Kingston)
TTY (613)543-4181
Toll Free 1-800-437-2233
Fax (613)543-2847
www.parks.on.ca
8:15 - 4:30

The St. Lawrence **Parks** Commission, an agency of the Ontario Government, manages recreational areas known collectively as the "Parks of the St. Lawrence." The Parks of the St. Lawrence has become one of the largest tourism destinations in Eastern Ontario, extending 200 km from the Bay of Quinte to the Province of Quebec. Facilities include thousands of hectares of park land and attractions on the St. Lawrence Heritage Corridor that provide a major source of tourism and recreational opportunities for residents and visitors to Eastern Ontario. Parks of the St. Lawrence attractions include Upper Canada Village, Fort Henry National Historic Site, Queen Elizabeth **Gardens**, Crysler Park Marina, Upper Canada **Golf Course**, Upper Canada Migratory Bird Sanctuary, Long Sault Parkway and 1000 Island Parkway, a series of 12 riverside day-use area parks and **campgrounds**, recreational trails and several restaurants and gift stores.

ACTS

Community Recreation Centres Act
Historical Parks Act
Hotel Registration of Guests Act
Innkeepers Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism and Recreation Act (in so far as it relates to activities and programs respecting tourism)
Niagara Parks Act
Ontario Place Corporation Act
Ontario Wine Week Act
Ottawa Congress Centre Act
St. Clair Parks Commission Act, 2000
St. Lawrence Parks Commission Act
Tourism Act

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1600
Toll Free 1-800-387-5514 (Outside the 416 Area Code)
www.edu.gov.on.ca
8:30 - 5:00

The Ministry of Training, Colleges and Universities provides policy and program direction and financial support to postsecondary education institutions; delivers the Ontario Student Assistance Program; gives the universities the authority to grant degrees; and registers private career colleges. The ministry develops policy for labour market training and mobility; conducts labour market research; administers and regulates the apprenticeship system in Ontario for skilled occupations; provides a network of community-based agencies funded to deliver skills training, employment preparation, literacy and basic skills services to youth and adults; supports adjustment services; supports a network of local boards and represents Ontario in its negotiations with the federal government on training issues.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include: media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and managing the ministry Web site.

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr Rm 342, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and Harassment Prevention policy within the ministry, and for

ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

CORPORATE COORDINATION OFFICE

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-3720
Fax (416)325-1835
8:30 - 5:00

The Corporate Coordination Office coordinates cross cutting OPS and other corporate initiatives.

BRIAN FLEMING LIBRARY

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235

The Brian Fleming **Research** and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. Library staff conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles for the library collection in support of the ministries' research needs.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

For information on I&IT Clusters, see introductory page x

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)327-9043
8:30 - 5:00

The HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.

HR INNOVATIONS AND STRATEGIC PLANNING

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00

The HR Innovations and Strategic Planning leads the development, implementation, delivery and evaluation of the ministry's strategic human resources plan. This includes research development and implementation of human resources strategies, policies and programs (corporate and ministry-originated) such as performance management, learning and development, youth strategies, etc. The unit provides internal environmental scans and workforce analysis in support of the design of innovative HR strategies and business planning and manages the branch Web site. The unit also leads broad HR related planning exercises and co-ordinates the integration of WIN into the ministries.

ORGANIZATIONAL DEVELOPMENT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-2389
Fax (416)326-2856
8:30 - 5:00

The Organizational Development develops initiatives, products and tools aimed at improving the organizational capacity of the ministry, fostering continuous improvement and motivating staff. It designs leadership forums and a leadership development program, manages corporate change projects, promotes good practices in employee recognition and orientation, and facilitates team and group learning.

INTERNAL AUDIT SERVICES

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0732
Fax (416)325-1120

The Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control,

accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2403
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Planning and Expenditure Management Branch provides strategic leadership on controllership, guides the results based planning process and administers the ministry's financial and material resources.

FINANCIAL MANAGEMENT, MONITORING, AND SERVICE

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Financial Management, Monitoring, and Service provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

RESULTS PLANNING MONITORING AND REPORTING

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Results Planning, Monitoring and Reporting Unit coordinates, facilitates and advises TCU with respect to matters and processes associated with the annual planning cycle and in-year budget management. The unit provides strategic input from a ministry and government-wide perspective. Areas of expertise include business case development and analysis, fiscal policy and planning, budget development, analysis and forecasting performance measures and risk management. Among processes that the unit leads are Results-based Planning, Printed Estimates, Estimates Standing Committee, development and tracking of division and branch budgets, MB20s, quarterly reports

and Results Office Reports. The unit is the ministry primary contact with MGS and other central agencies associated on these matters.

SERVICES AND FACILITIES

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835

The Services and Facilities provides advice, coordination and facilitates the business support service relationship between the learning ministries and Ontario Shared Services. It oversees the Delegation of Authority Framework and provides procurement advice. It also provides accommodation, security and emergency management services. It is also responsible for the Brian Fleming Research and Learning Library.

FACILITIES MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151

The Facilities Management provides accommodation services to ensure an efficient and safe work environment. Services include: office design/renovation; building maintenance coordination; security; emergency management and security planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce. The Facilities Management is also responsible for the development and implementation of the ministry emergency management plan, business continuity plan and emergency evacuation policies and procedures.

LABOUR MARKET AND TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry 1-888-562-4769
Fax (416)325-2995
www.edu.gov.on.ca

The Labour Market and Training Division supports programs and services that ensure a skilled workforce by: providing apprenticeship training and services to ensure Ontario has the skills to compete and succeed; preparing unemployed Ontarians to enter or re-enter the workforce and helping students find summer employment; providing literacy, numeracy and basic skills upgrading to assist people to enter or re-enter the workforce; helping internationally trained individuals to successfully integrate into the enconomy; providing assistance to workers facing business closures or other significant workforce adjustments; and providing policy, planning and research support on labour market and training matters.

ONE-STOP TRANSFORMATION TEAM

2nd Flr, 880 Bay St
Toronto M7A 1N3
General Inquiry (416)325-9496
Fax (416)325-8747

The One-Stop Training and Employment System is an umbrella strategy that will build on the successes and strengths of the Labour Market and Training Division in the Ministry of Training,

Colleges and Universities. One-Stop will continuously improve the quality and quantity of Ontario's skilled labour supply and, by providing seamless customer service, removing barriers to training, and strengthening links to empolyment, will expand opportunity and strengthen Ontario's economy.

POLICY, COORDINATION, RESEARCH BRANCH

Mowat Block
18th & 19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

The Policy, Coordination, Research (PCR) Branch is responsible for the development of labour market and training policy for Ontario. PCR Branch provides the Labour Market and Training Division of the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/ training matters; conducts local board liaison and manages relations with the federal government and other provinces for labour market issues, including labour mobility issues; and manages the government's relationship with the Ontario Educational Communications Authority (TVOntario).

LABOUR MARKET INFORMATION AND RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6815
Fax (416)326-6644

The Local Boards Liaison/Community Relations Unit supports the work of 21 local boards across Ontario, in cooperation with Service Canada.

PLANNING AND EVALUATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820

The Planning and Evaluation Unit coordinates results-based planning, operational planning, financial planning and program evaluation related activities and processes for the Labour Market and Training Division.

POLICY COORDINATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Policy Coordination Unit provides policy coordination services for the Labour Market and Training Division; issues management coordination; policy support to program areas and senior management; and policy analysis and development on broad labour market and skills training issues.

POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4056
Fax (416)314-3872

The Policy Development and Intergovernmental Relations Unit develops options and cabinet submissions for addressing labour market issues. The unit also coordinates the ministry's intergovernmental dealings on labour market issues, including operating a secretariat supporting the national Forum of Labour Market Ministries. The unit also advises ministries on the mobility of workers within Canada.

TVONTARIO LIAISON

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

TVOntario Liaison manages the government's relationship with the Ontario Educational Communications Authority (TVOntario). TVOntario's mission is to support lifelong learning in Ontario by providing quality educational programming services in English and French, using television and other communication technologies.

SKILLS INVESTMENT BRANCH

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (JobGrow Hotline)
TTY (416)326-5493
Toll Free 1-888-562-4769 (JobGrow Hotline)
Fax (416)326-5868 (JobGrow Hotline)
Fax (416)326-5911 (Employment Preparation)
Fax (416)326-5505 (Literacy & Basic Skills)
www.edu.gov.on.ca

The Skills Investment Branch sets the standard across Ontario for leading edge employment, training and adult **literacy** services that are proven to be valued by clients, employers and communities, and are results-based and cost-effective. The Branch operates the toll-free JobGrow Hotline that provides employment and training program information to the public. The branch also administers literacy and employment services through an extensive network of local agencies

across the province. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer Jobs Service and the JobGrow Hotline.

Services offered to the Public:
Job Connect
JobGrow Hotline
Literacy and Basic Skills
Summer Jobs Service

EMPLOYMENT PREPARATION UNIT

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY (416)326-5493
Fax (416)326-5911
www.edu.gov.on.ca

The **Employment** Preparation Unit is responsible for the management, program design and operational policies for the Job Connect and Summer Jobs Service programs. Job Connect is the province's largest employment program. It is delivered by a network of third party agencies, Colleges of Applied Arts and Technology (CAATs) and not-for-profit agencies, under contract with MTCU, at 131 sites in 80 communities across Ontario. Summer Jobs Service, delivered by Job Connect agencies, provides employment and job search services for students from April to September. For information on the location of Job Connect agencies call the JobGrow Hotline at 1-888-562-4769.

JOBGROW HOTLINE AND BRANCH SERVICES

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5656
TTY (416)326-5493
Toll Free 1-888-562-4769
Fax (416)326-5868
www.edu.gov.on.ca

The JobGrow Hotline connects individuals to Ontario's training and employment initiatives. Information Counsellors assess callers' needs, provide detailed information and direction to appropriate programs and services.

LITERACY AND BASIC SKILLS

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY (416)326-5493
Fax (416)326-5505
www.edu.gov.on.ca./eng/training/literacy/main.html

The Ministry of Training, Colleges and Universities funds community agencies, school boards, and Colleges of Applied Arts and Technology (CAATs) to deliver the **Literacy** and Basic Skills Program (LBS). The LBS program provides training to adults in reading, writing and math. Adults who wish to improve their literacy skills should contact their local LBS agency. LBS services are

offered throughout the province to learners in four streams: Anglophone, **Francophone**, **Native** and Deaf. Information about literacy services in your community may be found in the Yellow Pages directory under "Learn". For more information about Francophone services, look under "Apprendre". You can also call the JobGrow Hotline at 1-888-562-4769; in Metro Toronto call 416-326-5656.

KINGSTON
Suite 404, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4310
Fax (613)545-1204

NORTH BAY
Suite 104, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)495-5245
Fax (705)495-8517

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)225-9210
Fax (613)731-4160

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030x32
Fax (705)564-3033

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-9934
Fax (807)768-2536

WATERLOO
285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)885-3484
Fax (519)571-6047

WORKPLACE TRAINING BRANCH

Mowat Block
12th Flr / 17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00

The **Workplace Training** Branch develops, coordinates, implements, and evaluates apprenticeship and other training leading to **certification** in skilled occupations; provides expert advice on workplace needs assessment, training plans and human resources development; and works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT/APPRENTICESHIP AND CLIENT SERVICES

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
Toll Free 1-888-562-4769 (Training Hotline)
Fax (416)326-5445
www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

Apprenticeship is a hands-on **training** program for people who want to work in a skilled trade and who enjoy learning by doing. The Program Delivery Unit is responsible for (a) apprenticeship and certification of skilled workers through District and Area Offices throughout the province, and (b) Special Apprenticeship Programs.

Services offered to the Public:
Adjustment Advisory Services (AAP)
Apprenticeship Enhancement Fund (AEF)
Apprenticeship Innovation Fund (AIF)
Co-op Diploma Apprenticeship Program
Ontario Youth Apprenticeship Program (OYAP)
Pre-Apprenticeship Training Program (Pre-App)
Sector Initiatives Fund (SIF)

CENTRAL DISTRICT FIELD OFFICES

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1431
Fax (705)737-5684
8:30 - 5:00

MISSISSAUGA
The Emerald Ctr
Suite 404, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)279-7333
Toll Free 1-800-736-5520
Fax (905)279-7332
8:30 - 5:00

PICKERING
Unit 1, 1420 Bayly St
Pickering L1W 3R4
General Inquiry (905)837-7721
Toll Free 1-800-461-4608
Fax (905)837-6726
Toll Free Fax 1-800-461-5385
8:30 - 5:00

TORONTO
1st Flr, 625 Church St
Toronto M7A 2B5
General Inquiry (416)326-5800
Fax (416)326-5799
8:30 - 5:00

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE
350 Dundas St West
Belleville K8P 1B2
General Inquiry (613)968-5558
(613)968-4273 (TDD Line)
Toll Free 1-800-953-6885
Fax (613)968-2364
8:30 - 4:30

BROCKVILLE
Ontario Government Bldg
Oxford Ave
PO Box 1511
Brockville K6V 5Y6
General Inquiry (613)342-5481 (Closed Thurs & Fri)
Toll Free 1-877-417-9333
Fax (613)342-9299
8:30 - 4:30

CORNWALL
Suite L- 50, 55 Water St W
Cornwall K6J 1A1
General Inquiry (613)938-9702
Toll Free 1-877-668-6604
Fax (613)938-6627
8:30 - 4:30

KINGSTON
Suite 404, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4338
Toll Free 1-877-220-2721
Fax (613)545-1204
8:30 - 5:00

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-7100
Toll Free 1-877-221-1220
Fax (613)731-4160
8:30 - 5:00

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-3911
Toll Free 1-800-807-0227
Fax (613)735-6452
8:30 - 4:30

For information on I&IT Clusters, see introductory page x

PETERBOROUGH
Ontario Government Bldg
1st Flr, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)745-1918
Toll Free 1-877-433-6555
Fax (705)745-1926
8:30 - 4:30

NORTHERN DISTRICT FIELD OFFICES

KENORA
Suite 105, 810 Robertson St
Kenora P9N 4J5
General Inquiry (807)468-2879
Toll Free 1-800-734-9572 (Within 807 Area Code)
Fax (807)468-2881
8:30 - 4:30

NORTH BAY
Northgate Plaza
Suite 104, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)495-8515
Toll Free 1-800-236-0744 (Within 705 Area Code)
Fax (705)495-8517
8:30 - 4:30

SAULT STE MARIE
Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6815
Toll Free 1-800-236-8817
Fax (705)945-6818
8:30 - 5:00

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030
Toll Free 1-800-603-5999
Fax (705)564-3033
8:30 - 5:00

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Toll Free 1-800-439-5493
Fax (807)768-2536
8:30 - 5:00

TIMMINS
Ontario Government Complex C Wing
1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Toll Free 1-877-275-5139 (Within 705 Area Code)
Fax (705)235-1955
8:30 - 4:30

WESTERN DISTRICT FIELD OFFICES

BRANTFORD
Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Fax (519)756-0724
8:30 - 4:30

CHATHAM
1023 Richmond St
PO Box 220
Chatham N7M 5K3
General Inquiry (519)354-2766 (8:30 - 12:00 Mon., Thurs. & Fri.
8:30 - 4:30 Tues. & Wed.)
Toll Free 1-800-214-8284
Fax (519)354-3094

HAMILTON
Ontario Government Bldg
5th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Fax (905)521-7701
Fax (905)521-7180 (Management)
8:30 - 5:00

LONDON
Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Fax (519)675-7795
8:30 - 5:00

OWEN SOUND
1400 First Ave W
Owen Sound N4K 6Z9
General Inquiry (519)376-5790
Toll Free 1-800-838-9468
Fax (519)376-4843
8:30 - 4:30

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30

ST CATHARINES
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2991
Toll Free 1-800-263-4475
Fax (905)704-2985
8:30 - 4:30

WATERLOO
285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-265-6180
Fax (519)571-6047
8:30 - 5:00

WINDSOR
200-3155 Howard Ave
Windsor N8X 4Y8
General Inquiry (519)973-1441
Toll Free 1-800-663-5609
Fax (519)973-1415
8:30 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Development and **Standards** unit develops on-the-job **apprenticeship training** programs which provide individuals with certified competency in skilled occupations such as electrician and tool and die maker, and child and youth worker; develops competency-based modular training programs; develops (in partnerships with employers, industry and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of Interprovincial Standards (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.

PROGRAM SUPPORT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5606

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of branch programs and activities; reporting of statistical and performance measurement, continuous improvement and performance management; coordination of business and operational planning; coordination of financial planning; and, the administration of the apprentice and modular records systems.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371

The Office of the Chief Information Officer, Community Services I&IT Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

PLANNING AND ARCHITECTURE

4th Flr Suite 424, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)326-9577
Fax (416)325-9473

The Planning and Architecture unit provides cluster IT planning, information, application and security architecture services and coordinates the development of IT policies and standards. It is also responsible for the security policies associated with I&IT.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)325-2262

The Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262

The Technology and Services Management Branch provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for Ontario's Colleges of Applied Arts and Technologies (**CAATs**). It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, **Aboriginal education** strategy, **French** language education, and **distance education**. It administers operating and capital **grants**, and monitors financial performance and key performance indicators.

PRIVATE INSTITUTIONS BRANCH

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0500
Fax (416)314-0499

The Private Institutions Branch provides a focus for the Ministry's responsibilities related to private career **colleges** in Ontario as set out by the Private Career Colleges Act. The Branch is responsible for registation, financial security requirements policy development, monitoring and inspection functions for private career colleges; dealing with private career colleges on Ontario Student Assistance Program (OSAP) related issues; and consumer protection for **students**. The Branch is also responsible for reviewing, monitoring and enforcing student protection requirement of private degree-granting institutions as set out by the Post-secondary Education Choice and Excellence Act, 2000.

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
(807)343-7260 (Students Attending An Out-of-Prov. Institution Only)
Other 1-866-330-3331 (Automated Voice Response System)
Toll Free 1-800-465-3957 (Fellowships)
Toll Free 1-800-491-2248 (Income Tax Set-Off)
Toll Free 1-800-667-4938 (Millennium Bursary)

Toll Free 1-800-465-3023 (Accounts Receivable)
TTY Toll Free 1-800-465-3958
Fax (807)343-7278
osap.gov.on.ca

Financial assistance in the form of loans, **grants**, scholarships and/or **bursaries** to Ontario postsecondary **students** to assist with **educationa**l costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by **OSAP** (Ontario Student Assistance Program). Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, and an online web application is available directly on the OSAP Web site at osap.gov.on.ca.

Services offered to the Public:
Aird Scholarship
Bursary for Students with Disabilities
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions
Canada Millennium Bursary
Canada Student Loans for Part-Time Studies
Canada Study Grant for High Need Part-Time Students
Canada Study Grant for High-need Students with Permanent Disabilities
Canada Study Grant for Students with Dependents
Canada Study Grant for Students with Dependents
Canada-Ontario Integrated Student Loans
Child-Care Bursary Plan
Fellowships for Studying in French
Interest Relief Plan
Ontario Graduate Scholarship
Ontario Special Bursary Plan
Ontario Student Opportunity Grant
Ontario Work Study Plan
Ontario-Quebec Exchange Fellowship
Queen Elizabeth II - Aiming for the Top Scholarship
Sir John A. Macdonald Graduate Fellowship in Canadian History
Summer Language Bursary Program

UNIVERSITIES BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French**-language education and programming, **distance education**, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:
Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

AGENCIES, BOARDS AND COMMISSIONS

COLLEGE COMPENSATION AND APPOINTMENTS COUNCIL

Suite 1102, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-2914
Fax (416)325-2917
www.TheCouncil.on.ca
8:30 - 5:00

The College Compensation and **Appointment**s Council for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ontario College of Applied Arts and Technology Act, 2002 and the Colleges **Collective Bargaining** Act (CCBA). Accountable to the Minister of Training, Colleges and Universities, the Councils responsibilities are: College governance: appointment and reappointment of members to the Colleges' Boards of Governors and related governance issues; Human Resources undertakes collective bargaining with the Academic and Support Staff Unions and related human resources management responsibilities for the colleges; Premier's Awards; other duties as assigned by the Minister.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate **Scholarship** Program - Selection Board provides advice and recommendations to the Minister of Training, **Colleges** and Universities concerning the policies and administration of the Ontario Graduate Scholarship Program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0714
Fax (416)325-3096
9:00 - 5:00

The Ontario Student Assistance **Appeal** Board advises the Minister of Training, **Colleges** and Universities on **financial assistance** given to the Ontario Student Assistance Program applicants.

POSTSECONDARY EDUCATION QUALITY ASSESSMENT BOARD

15th Flr Suite 1511, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-1686
Fax (416)325-1711
http://peqab.edu.gov.on.ca

The Postsecondary Education Quality Assessment Board makes recommendations to the Minister of Training, Colleges and Universities concerning applications for Ministerial Consent under the

terms of the Postsecondary Education Choice and Excellence Act, 2000, and other matters referred to it by the Minister pursuant to the Act.

ACTS

Apprenticeship and Certification Act, 1998
Colleges Collective Bargaining Act
Ministry of Training, Colleges and Universities Act
Ontario College of Art and Design Act, 2002
Ontario Colleges of Applied Arts and Technology Act, 2002
Post-Secondary Education Choice and Excellence Act, 2000
Private Career Colleges Act, 2005
Trades Qualification and Apprenticeship Act
University Expropriation Powers Act
University Foundations Act, 1992
University of Ontario Institute of Technology Act, 2002

MINISTRY OF TRANSPORTATION

Garden City Tower
301 St Paul St
St Catharines L2R 7R4

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8

TTY 1-866-471-8929
Toll Free 1-800-268-4686 (General Inquiry)
Fax (416)327-9185 (Queen's Park)
8:00 - 5:00
www.mto.gov.on.ca

The Ministry of Transportation supports a positive business climate by planning, managing and maintaining a safe, efficient, reliable and integrated transportation network. The ministry sets safety standards and establishes/enforces regulations relating to road user safety. In addition, the ministry sets design and maintenance standards and manages construction and maintenance activities on the provincial highway network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Promoting a safe and efficient multi-modal transportation system that protects the public's investment in the provincial highways and advances sustainable long-term solutions that balance investments in public transit, roads and rail continues to be a key priority.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-2496
Fax (416)327-2591
8:30 - 5:00

The Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections: Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

LEGAL SERVICES BRANCH

Bldg B
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924
8:00 - 5:00

The Legal Services Branch, as part of the Legal Services Division of the Ministry of the Attorney General, provides a full range of legal services and support to the Ministry of Transportation's core businesses. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts and agreements with other government entities. It also

coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals.

ONTARIO INTERNAL AUDIT

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2338
Fax (905)704-2333
8:30 - 5:00

Ontario Internal Audit provides objective assurance and consulting services to the ministry. It assists the ministry and its related agencies in accomplishing their business objectives by evaluating and making recommendations to improve governance, risk management, control, accountability and compliance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00

The Corporate Services Division is responsible for providing business support to the core businesses of the ministry in managing its finances, human resources and facilities.

FACILITIES AND BUSINESS SERVICES BRANCH

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2911
Fax (905)704-2833
8:00 - 5:00

The Facilities and Business Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, facilities and accommodation services, service management, service quality, and customer information services, as well as other corporate business services. The Executive Office, Service Management Office, Facilities Management Office, and Customer Service Office form the foundation of this branch.

CUSTOMER SERVICE OFFICE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2911
Fax (905)704-2833
8:30 - 5:00

The Customer Service Office located in St. Catharines provides direct public information services (call centre, road conditions, local GIC) as well as support for service quality standards, employee recognition programs and CTIS management.

MTO INFO GENERAL INQUIRY

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686
TTY (905)704-2426
Toll Free 1-800-268-4686
TTY Toll Free 1-866-471-8929
Fax (905)704-2001
www.mto.gov.on.ca/english/faq
8:00 - 5:00

MTO INFO General Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services, and provides direct referral to specific MTO experts. MTO INFO maintains an internet public site detailing frequently asked questions at: http://www.mto.gov.on.ca/english/faq

MTO PROVINCIAL ROAD CONDITIONS

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
TTY (905)704-2626
Toll Free 1-800-268-4686
TTY Toll Free 1-866-471-8929
Fax (905)704-2001
www.mto.gov.on.ca/english
9:00 - 5:00

The MTO Provincial Road Conditions handles the collection, dissemination, distribution and the service quality management of road condition information and summer construction road information. Road condition information is available 24 hours, 7 days/week through an automated voice messaging system that is updated four times per day. The same scripted information, updated as frequently as the messaging system is available on the internet public site at: www.mto.gov.on.ca/english. General traffic information including traffic cameras, for the Greater Toronto Area can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:30 - 5:00

The Finance Branch provides the ministry with financial direction, planning, management and financial quality assurance services, and serves as financial liaison with Ministry of Government Services, Ministry of Finance, Ministry of Public Infrastructure Renewal and other Ontario government ministries and agencies. The branch is organized into three main functional areas: Budget, Financial Strategies, and Controllership.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2679
Fax (905)704-2747
8:30 - 5:00 ♿

Human Resources Branch provides corporate leadership and strategic human resources planning and consulting services in the development of human resources plans, practices, and systems to support the ministry's priorities and business plans. Branch staff provide consulting services to executives, MTO's Human Resources community, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include consulting and technical services on Labour Relations, Occupational Health and Safety, Equal Opportunity, French Language Services, Service Management and Modern Controllership, Human Resources Consulting Services, and Human Resources Strategic and Business Planning.

HUMAN RESOURCES SERVICE DELIVERY - DOWNSVIEW

Bldg D
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3899
Fax (416)235-4555
8:30 - 5:00 ♿

Human Resources is responsible for the delivery of comprehensive human resources services which include staffing processes, and recruitment activities, employee relations, benefits counseling, and a variety of human resources counseling services.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00 ♿

The Operations Division is responsible for the design, construction, maintenance and operation of the provincial highway system. It also supports access to local communities through its remote airport and **ferry** programs. These responsibilities are carried out through the Construction and Operations Branch and the Program Management Branch at head office and through five regions. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:30 - 5:00 ♿

The Construction and Operations Branch is responsible in the areas of Construction, Maintenance, Property, Corridor, and Claims, for the development of operating policies, procedures and systems, conformity of program delivery processes, identification of needs for change and improvement, and

the availability of professional expertise. This branch is also responsible for the operation of the government garage, coordination of the ministry's response to provincial emergencies, pre-qualification of contractors, preparation of official estimates for construction contracts, preparation of construction and maintenance contracts, bid enquiries, resolution of engineering claims appealed to the Assistant Deputy Minister of Operations, resolution of public claims against the ministry, claims by the ministry, and property expropriation matters referred to the Ontario Municipal Board.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:30 - 5:00 ♿

The **Claims** Office is responsible for resolving public claims against the ministry by developing appropriate operational policies and procedures and resolving claims for which the ministry is not insured, including well claims and claims due to **construction** vibration, **drainage/flood**ing, dust, and blasting. The office also seeks recovery of **damage**s to crown **property**, makes payment to municipal fire departments for attendance on King's highways and recovers municipal fire department costs from responsible parties/insurance companies.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
Fax (905)704-2481 (Qualification Section)
8:30 - 5:00 ♿

The **Construction** Office deals with operating policies, management, and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and manages the award process. The **Qualification** Control Section is responsible for the administration of the ministry's system of pre-qualification for road and bridge construction and maintenance **contractors**. The Estimating Section prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appealed to the Assistant Deputy Minister, Operations Division and develops policies related to the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2989
Fax (905)704-2848
8:30 - 5:00 ♿

The Maintenance Office develops **standards**, operating policies and guidelines for the maintenance of the provincial highway system, and develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The

office also provides technical leadership and training in the areas of highway maintenance, new maintenance technology, contracting, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance data management, and coordination of transportation related issues and operations during provincial emergencies. The office includes the Government Garage which provides fleet services to senior government officials.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:30 - 5:00 ♿

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, land management, sales, and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes, and represents the ministry's interests on property expropriated cases referred to the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 ♿

The Program Management Branch (PMB) develops investment strategies and controls expenditures for the Provincial Highways Program. PMB supports the highway program through leading the Results Based Planning process, developing multi-year highway investment plans, providing consolidated financial management and co-ordinating information management.

INVESTMENT PLANNING AND PROGRAMING

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 ♿

The Investment Planning and Programing Office co-ordinates the assessment of the overall highway system needs and establishes the investment strategies and funding requirements to address these needs. In particular, the office is responsible for the development and evaluation of the multi-year investment plan for provincial highways. IPPO is responsible for capital programing including implementing current year programs. This office is also co-ordinating the implementation of the Asset Management Business Framework (AMBF) to streamline investment and decision making at both the regional and head office levels for expansion and preservation of the highway network.

RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Resources Management Office is responsible for the in-year management of all provincial highways allocations and transfer payment programs. This involves liaison between field and corporate offices to ensure the appropriate financial control and accountability. The office also provides similar financial controllership functions on behalf of MNDM for the northern highways program. RMO is the business lead for the development and maintenance of the Capital Improvement Delivery (CID) System, the Contract Payment Administration (CPA) System, the Engineering Payments module, the Property Payments module and the Manage Grant Payment Request System (MGPRS).

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Resources Planning Office is responsible for co-ordinating all aspects of the Results Based Planning process on behalf of provincial highways. This office co-ordinates human resources and organizational development initiatives, which include succession management, recruitment, learning and development strategies and technical training for provincial highways. In the communications field, the office provides technical communication and marketing services. As well, RPO provides administrative support for Operations Committee, the Joint Ops/PP&S Committee and the Resources Planning Committee.

REGIONAL OFFICES

Regions support delivery functions for the ministry's planning, design, construction, maintenance and operations functions. In addition Northwestern Region is responsible for delivery of the Remote Northern Airport Program. Regions are also responsible for the delivery of ferry services across the province. Business services are also delivered in each of the regional offices. Each of the five regions is responsible for a defined geographic part of the province. The five regional offices are situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northeastern Region) and Thunder Bay (Northwestern Region).

REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial highways; and the delivery of other programs that support access to local communities.

CENTRAL REGION (TORONTO)

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00

CONTRACTS OFFICE

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5462
Fax (416)235-5323
8:30 - 5:00

Contracts Office is one of five regional offices that administers and supervises contracts for construction of new highway facilities and expansions, for rehabilitation, upgrading and maintenance activities of the existing provincial highways within Central Region.

ENGINEERING OFFICE

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436
8:30 - 5:00

The Engineering Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.

CORRIDOR MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5385
Toll Free 1-866-636-0663
Fax (416)235-4267
8:30 - 5:00

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.

ENGINEERING SERVICES SECTION

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00

Engineering Services Section provides specialized engineering automation and administrative services through three units to the Engineering Office.

GEOMATICS SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:30 - 5:00

Geomatics provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes: first, for acquiring lands for highway construction; second, for disposing surplus properties after construction; and third, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfer, closing and assumption of the provincial highway network.

PLANNING AND DESIGN

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00

Planning and Design is responsible for the planning and design of provincial highways in Central Region which covers Durham, Toronto, York, Simcoe, Peel, Halton, Hamilton and Niagara.

DOCUMENT REVIEW UNIT

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00

Document Review Unit is responsible for reviewing construction contract packages for provincial highway in Central Region prior to tendering.

DRAINAGE AND HYDROLOGY ENGINEERING

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00

The Drainage and Hydrology Section works on the development of highway drainage reviews for land developments adjacent to provincial highways in Central Region.

ELECTRICAL ENGINEERING

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00

Electrical Design is responsible for the coordination of all aspects of electrical project management. This section is responsible for the delivery of the electrical engineering components related to provincial highways in support of the ministry's capital program for Central Region. The Electrical Engineering Section also provides electrical engineering support to MTO Eastern, Northeastern and Northwestern Regions.

HIGHWAY ENGINEERING - PEEL AND HALTON
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00

HIGHWAY ENGINEERING - TORONTO AND DURHAM
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00

HIGHWAY ENGINEERING - YORK AND SIMCOE
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00

HIGHWAY ENGINEERING-HAMILTON AND NIAGARA
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00

PROPERTY SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4953
Fax (416)235-4940
8:30 - 5:00

The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highways in Ontario. This involves the determination of settlement of compensation arising from the acquisition of land or interests in land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the Property Section is responsible for the management, leasing, and disposal of property declared

surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss **claims** arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

STRUCTURAL ENGINEERING SECTION

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5659
Fax (416)235-4008
8:30 - 5:00

The Structural Engineering Section provides structural engineering services in support of a safe and efficient provincial network that meets Ontario's transportation needs. Main activities include Infrastructure Management and Contract Engineering. Infrastructure management protects public investment by managing over 1000 bridges and structures of the provincial network and providing services of inspections, condition surveys, inventory data management, needs assessment, priorities, program management and emergency responses. Contract engineering increases effectiveness of capital investments through pre-contract planning, predesign, detailed design, contract preparation and project management for bridge and structure design and rehabilitation. Contract implementation is supported by Construction contract inspections, reviews, approvals, problem solving, change proposal evaluations and claims resolution.

PLANNING AND ENVIRONMENTAL OFFICE

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
Fax (416)235-3446
8:30 - 5:00

The Planning and Environmental Office carries out location/concept design studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection, and specialty archaeological, acoustical fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

STRATEGIC HIGHWAYS MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4216
Fax (416)235-5339
8:30 - 5:00

On behalf of the Province, the Strategic Highways Management Office is responsible to manage and administer various agreements, including the Concession and Ground Lease Agreement (CGLA) with the 407 ETR Concession Company Limited. These include, but are not limited to, construction and property issues related to any future construction projects, as well as the ongoing management of the 99-year lease. Safety audits, and the development of highway maintenance, safety and corridor management protocols with 407 ETR are also the responsibility of the office.

TRAFFIC OFFICE

Bldg D
6th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5595
Fax (416)235-4097
8:30 - 5:00

The Central Region Traffic Office is responsible for the traffic engineering aspects related to ensuring the safe and efficient movement of people and goods on the provincial highway network within Central Region. The office provides traffic engineering expertise in the highway planning, design and construction process, conducts operational reviews of the highway network and initiates required improvements, assesses the traffic impacts of development proposals and co-ordinates all roadwork related closures. The office collects, analyses and disseminates traffic and collision information related to Central Region Highways. The traffic office is also responsible for policy development, planning, design and implementation of the ministry's advanced traffic management systems program including COMPASS.

EASTERN REGION (KINGSTON)

1355 John Counter Blvd
PO Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295
Fax (613)547-1774 (Operational Services)
Fax (613)547-1777 (Regional Director)
Fax (613)547-1772 (Contracts Office)
Fax (613)547-1760 (Geotechnical)
Fax (613)540-5106 (Planning & Design)
Fax (613)540-5154 (Property)
Fax (613)540-5140 (Business Services)
Fax (613)540-5159 (Drivers & Vehicles)
Fax (613)545-4821 (Engineering, Structural, Geomatics)
8:15 - 5:00

BANCROFT AREA OFFICE
50 Monck St
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487
Fax (613)332-3751
8:30 - 5:00

OTTAWA AREA OFFICE
530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Toll Free 1-888-362-1770
Fax (613)748-5297
8:30 - 5:00

NORTHEASTERN REGION (NORTH BAY)

Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)472-7900 (Main Switchboard)
Toll Free 1-800-268-4686 (Road Information)
Toll Free 1-800-461-9547 (Within Area Code 705)
Fax (705)497-5409 (Regional Director)
Fax (705)497-5463 (Business Services)
Fax (705)497-5509 (Property)
Fax (705)497-5499 (Geotechnical, Planning & Design)

Fax (705)472-6778 (Geomatics)
Fax (705)497-5208 (Engineering, Planning & Environmental)
Fax (705)497-5480 (Information & Information Technology)
Fax (705)497-5422 (Main, Financial Control, Special Initiatives)
Fax (705)497-5525 (Regional Contracts, Contract Administration)
Fax (705)497-6877 (Manager Contracts, Operational Services)
Fax (705)497-6926 (Program Planning, Structural, Traffic)
Fax (705)497-5524 (Equipment Fleet)
8:30 - 5:00

COCHRANE AREA OFFICE
74 Second St
Bag 5000
Cochrane P0L 1C0
(705)272-4333 (Main Switchboard)
Toll Free 1-800-280-1465
Fax (705)272-6448
8:30 - 5:00

HUNTSVILLE AREA OFFICE
207 Main St W
Huntsville P1H 1Z9
(705)789-2391 (Main Switchboard)
Toll Free 1-800-255-7814
Fax (705)789-3606
8:30 - 5:00

NEW LISKEARD AREA OFFICE
500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
(705)647-6761 (Main Switchboard)
Toll Free 1-800-720-1120
Fax (705)647-4571
8:30 - 5:00

NORTH BAY AREA OFFICE
West Wing
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5537
Toll Free 1-800-461-9547
Fax (705)497-6800
8:30 - 5:00

SAULT STE MARIE AREA OFFICE
Roberta Bondar Pl
Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
(705)945-6611 (Main Switchboard)
Toll Free 1-877-366-0669
Fax (705)945-6830
8:30 - 5:00

SUDBURY AREA OFFICE
Suite 503, 159 Cedar St
Sudbury P3E 6A5
(705)564-7722 (Main Switchboard)
Toll Free 1-800-222-1047
Fax (705)564-3144
8:30 - 5:00

NORTHWESTERN REGION (THUNDER BAY)

615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-268-4686 (MTO Provincial Road Conditions)
Fax (807)473-2165 (Director)
8:00 - 5:00

Northwestern Region's boundaries are from the Manitoba border, easterly to 5 kms west of White River. The regional office is responsible for the planning, design, construction and maintenance of provincial highways; the enforcement of highway carrier regulations; and the Remote Northern Airports Program.

SOUTHWESTERN REGION (LONDON)

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Toll Free 1-800-265-6072
Fax (519)873-4236
8:30 - 5:00

BUSINESS SERVICES OFFICE

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4160
Fax (519)873-4193
8:30 - 5:00

The Business Services Office is Southwestern Region's conduit to the administrative offices of Human Resources, Financial Control, Information Technology and the Occupational Health and Safety.

CONTRACTS OFFICE

Exeter Road Complex
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4734
8:30 - 5:00

Contracts Office is one of five regional offices that administers and supervises contracts for construction of new highway facilities, for rehabilitation, upgrading and maintenance of the existing highways.

ENGINEERING OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4331
Fax (519)873-4388
8:30 - 5:00

The Engineering Office is responsible for the delivery of the regional capital construction program and the management of the provincial highway infrastructure for southwestern Ontario. The office includes staff in the fields of highway planning and design, geotechnical engineering, structural engineering, traffic engineering, geomatics, environmental and property.

PROGRAM PLANNING

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4236
8:30 - 5:00

This is one of the five regional sections that coordinate program planning within each region.

REGIONAL OPERATIONAL SERVICES

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4200
(519)873-4223 (Communications Centre)
Toll Free 1-800-268-4686 (Road Reports)
Fax (519)873-4228
8:30 - 5:00

Regional Operational Services is one of the five regional offices responsible for managing: the Minor Capital Construction program; the Municipal Connecting Link and First Nations programs; Corridor Management (issuing Sign, Entrance, Building and Encroachment permits on provincial highways); Fleet Services; a 24/7 Communications Centre; the Emergency Management program and the Pelee Island Ferry Service.

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00

The Policy, Planning and Standards Division has responsibility for the long-term planning and use of the provincial transportation network. The division provides the ministry's policy link to other modes including rail, air and local transportation, including transit and GO Transit. This division contributes to the achievement of government priorities and stronger communities, a healthy economy and higher quality of life for all Ontarians by, helping plan a transportation network that is safe, efficient, integrated and multi-modal. This division is also responsible for administering funding programs for transportation, including municipal transit. This division develops engineering standards, policies and guidelines for the design, construction, operation and rehabilitation of the provincial transportation system.

DIVISION SERVICES OFFICE

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00

The Division Services Office is the division's window to administrative, human resource and financial services. This office contributes to the division's achievement of its business objectives by providing comprehensive and coordinated services and support to the management team.

ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00

The **Engineering** Standards Branch provides leadership and expertise in the areas of materials engineering and research, highway design, bridges and structures, traffic engineering, intelligent transportation systems, geomatics, and surveying. It sets standards and policies that ensure efficient performance of the highway infrastructure and procurement practices.It maintains key building blocks of the asset management system - pavement management system, bridge management system, accident information system. It is responsible for the the Ontario Traffic Manuals, Ontario's Intelligent Transportation Systems Strategy and produces the Ontario Road Map. Through identification and promotion of engineering innovation and continuous liaison with industry and stakeholders, it maximizes highway infrastructure investments.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00

MTO has an inventory of approximately 2,800 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards**, manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structure Rehabilitation Manual, Ontario Structure **Inspection** Manual, the Canadian Bridge Analysis System (CANBAS) and the Ontario Bridge Management System (OBMS).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing, cartographic and geographic information system (GIS) applications related to provincial roads. Responsibilities include developing, monitoring and providing technical expertise in geomatics; producing photogrammetric plans, cartographic and GIS products; processing legal documents and providing control survey data and services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2051
8:30 - 5:00

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, **construction**, design, drainage, hydrology, **safety** and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and material requirements for **highways**, watermains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design policy and standards, design documentation and design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Bldg C
2nd Flr Rm 233, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3533 (Pavements & Foundations)
(416)235-3705 (Concrete)
(416)235-3715 (Bituminous)
(416)235-3735 (Soils & Aggregates)
Fax (416)235-3487
8:30 - 5:00

Through the Bituminous, Concrete, **Pavement**s and Foundations, and Soils and **Aggregate**s Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials used in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others by way of Research Library Catalogue on MTO's website.

TRAFFIC OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2941
Fax (905)704-2888
8:30 - 5:00

The **Traffic** Office develops and implements policies, **standards** and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains the Ontario Traffic Manuals Books (OTB); traffic volume and **accident** information files for the provincial highway system; develops traffic control techniques and devices; and operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry). The office is also responsible for developing and coordinating the implementation of strategic plan for intelligent transportation; developing deployment strategies for ITS and working with other jurisdictions and stakeholders on joint deployment and IT protocols and standards.

INTEGRATED TICKETING SYSTEM

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3600x5115
Fax (416)869-1794
8:30 - 4:30

To manage the planning, development and implementation of the GTA Fare System in partnership with our municipal partners and GO Transit. This will facilitate an integrated, seamless inter-regional transit system for GTA users.

MODAL POLICY AND PARTNERSHIPS BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4566
Fax (416)235-4000
8:15 - 5:00

The Modal Policy and Partnerships Branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives. In addition, the branch is responsible for building relationships and influencing stakeholders. It is a resource base for information for the development and implementation of partnerships for delivery and governance structures for transportation infrastructure.

FREIGHT POLICY OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4850
8:30 - 5:00

The Freight Policy Office is responsible for: interpreting the dynamics of freight transportation system as they affect existing and emerging policies and programs of the Government of Ontario; recognizing the synergies that exist among users and providers of transportation services; working together with freight transportation stakeholders to identify key strategic issues facing the freight transportation system and ways to resolve those issues; developing policies for vehicle weight and dimension issues contained in the Highway Traffic Act; and addressing policy and regulatory issues pertaining to Ontario's Shortline Railways Act. The Freight Policy Office develops policies, strategies and plans to support a safe, efficient and sustainable freight transportation system that meets the needs of users and maintain and expand a competitive Ontario economy in continental and global markets.

PARTNERSHIP STRATEGIES OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4566
Fax (416)235-4000
8:30 - 5:00

The Partnership Strategies Office develops partnership strategies involving transportation infrastructure including development of policies and regulatory/policy frameworks that support the forming and improvement of innovative partnerships with the private sector and the broader public

sector in order to increase overall investment in infrastructure and facilitate innovative delivery mechanisms and governance structures for transportation infrastructure. It determines opportunities for partnerships, supports the Government's consideration of partnership candidates and manages the ongoing relationship with 407 ETR. It serves as an expert resource base for information, from various Canadian and international sources, relevant to the development and implementation of partnerships for delivery and governance structures for transportation infrastructure.

PASSENGER POLICY OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00

The Passenger Policy Office is responsible for understanding the overall passenger transportation system and its components, the relationship between user requirements and service providers, the development of policies for components of the system, and interacting with stakeholders and their associations. The Office is also responsible for managing the relationship with GO Transit.

STRATEGIC POLICY BRANCH

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1895
Fax (416)212-1897
8:30 - 5:00

The Strategic Policy Branch is responsible for leading the ministry's strategic policy and integrated planning activities including developing the ministry's Results Based Plan, performance measures and knowledge management applications; managing the ministry's policy/legislative agenda; and intergovernmental relations including federal/provincial matters and international activities. These activities help to advance Ontario's strategic priorities and promote the ministry's expertise within the transportation sector. The Branch is also responsible for the coordination of access requests under the Freedom of Information and Protection of Privacy Act, as well as coordinating the approvals of Ministerial Appointments to Agencies, Boards and Commissions.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1894
Fax (416)212-1897
8:30 - 5:00

The FOI and Privacy Office coordinates requests for access to Ministry of Transportation (MTO) information under the Freedom of Information and Protection of Privacy (FOIPP) Act, MTO's participation in appeals, inquiries and investigations by the Ontario Information and Privacy Commissioner and Ombudsman Ontario. The Office is the focal point for privacy policy matters in the Ministry. In addition, the Office ensures processing of Ministerial Appointments to Agencies, Boards and Commissions.

POLICY COORDINATION OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1914
Fax (416)212-1936
8:30 - 5:00

The Policy Coordination Office manages the ministry's policy/legislative agenda and MTO's international relations, provides secretariat support to the Minister and Deputy Minister and markets MTO's expertise at stakeholder conferences. It serves as the liaison with Cabinet Office; supports the Minister at Cabinet and Cabinet Committees; and Deputy Minister at DM Committees; coordinates policy responses to other ministries/jurisdictions. It manages MTO's international relations; provides one-window access to MTO by governments and private sector; hosts foreign delegation visits and promotes Ontario's and MTO's transportation expertise.

STRATEGIC INTELLIGENCE OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00

The Strategic Intelligence Office supports ministry strategic direction setting, and policy and planning initiatives by: monitoring, evaluating and reporting on the performance of the ministry and the provincial transportation system (performance measures, program evaluation); developing, implementing and coordinating strategies for Knowledge Management; transportation outlooks activities including macro-economic analysis and other environmental scanning, and monitoring other jurisdictions' strategic transportation activities and best practices.

STRATEGIC POLICY AND PLANNING OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00

The Strategic Policy and Planning Office provides leadership in setting the ministry's strategic direction, coordinating the ministry's federal-provincial relations, developing the ministry's strategic and business plans and supporting program areas by positioning and preparing cabinet submissions and corporate policy initiatives within the government's policy priorities.

TRANSPORTATION PLANNING BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:30 - 5:00

The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, collection and analysis of passenger and goods data.

DATA MANAGEMENT AND ANALYSIS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-4936
8:30 - 5:00

The Data Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:00

The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, transportation planning to support international gateways/linkages, managing corridor/policy issues for the provincial highway system, air quality/climate change, working with other ministries/ goverments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights. The office also works with both federal and provincial regulatory agencies to influence the development of new government environmental directions and requirements for transportation, and develops environmental policy and standards to guide highway operations.

URBAN PLANNING OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5325
Fax (416)235-5224
8:30 - 5:00

The Urban Planning Office is responsible for undertaking long range planning for urban regions, provides support to Ontario's planning and growth-related activities and develops plans and strategies for transportation in urban settings.

URBAN AND RURAL INFRASTRUCTURE POLICY BRANCH

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4984
Fax (416)235-3573
8:30 - 5:00

The Urban and Rural Infrastructure Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on urban and rural transportation infrastructure including

transit and municipal roads and bridges to support policy development and broader strategic initiatives.

MUNICIPAL POLICY OFFICE

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00

The **Municipal** Policy Office is responsible for understanding the overall municipal transportation system and its components, the development of operational policies for components of the system, interacting with stakeholders and their associations and managing the relationship between the ministry and the municipal sector.

TRANSIT POLICY AND PROGRAMS OFFICE

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4204
Fax (416)235-4180
8:30 - 5:00

The **Transit** Policy and Programs Office is responsible for understanding the overall transit environment in the province, developing policies for all components of transit, interacting with stakeholders and their associations, government transit programs, promoting initiatives to improve transit and managing the relationship between the ministry, transit authorities, federal and municipal government sectors.

WINDSOR BORDER INITIATIVES IMPLEMENTATION GROUP (BIIG)

2nd Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-6877
Fax (416)326-7056
8:30 - 5:00

The Windsor Border Initiatives Implementation Group (BIIG) is responsible for all transportation initiatives at the Windsor Gateway.

BI-NATIONAL ENVIRONMENTAL ASSESSMENT OFFICE

2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4826
Fax (519)873-4789
8:30 - 5:00

Based in London the Bi-National Environmental Assessment Office is responsible for delivery of the planning and environmental assessment approvals for a new crossing of the Detroit River.

COMMUNICATIONS AND ISSUES MANAGEMENT OFFICE

Suite 200, 949 McDougall Ave
Windsor N9A 1L9
General Inquiry (519)973-7367
Fax (519)973-7327
8:30 - 5:00

Based in Windsor, Communications and Issues Management Office ensures coordination and integration of communications products related to Windsor projects.

POLICY AND COORDINATION OFFICE

2nd Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-6878
Fax (416)326-7056
8:30 - 5:00

Based in Toronto, Policy and Coordination Office develops legislation and policy necessary for the delivery of new crossing.

PROJECT DELIVERY OFFICE

2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4800
Fax (519)873-4789
8:30 - 5:00

Based in London, Project Delivery Office is responsible for day-to-day project management and completion of projects that will provide short-to-medium term improvements for the Windsor gateway.

ROAD USER SAFETY DIVISION

Bldg A
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00

The Road User Safety Division contributes to Ontario's successful safety record by improving road safety and mobility through the promotion and regulation of responsible driving behavior. The key objective is to reduce death and injury on our roads by developing, promoting and participating in road user safety programs. It also promotes the customer responsiveness, effectiveness and cost efficiency in the delivery of its programs including driver and vehicle products. The Assistant Deputy Minister, Road User Safety Division, is responsible for the coordination of all road user safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

BUSINESS SERVICES BRANCH

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4026
Fax (416)235-4474 (Executive)
Fax (416)235-5362 (Business Services Branch)
Fax (416)235-3729 (Contract Performance Management)
Fax (416)235-3939 (Other Fax)
8:30 - 5:00

The Business Services Branch facilitates and coordinates quality business, financial, communications and human resources planning and coordination services for the Road User Safety Division. The branch supports and delivers initiatives relative to the OPS Quality Service Strategy and provides coordinaton and consultative services in the areas of performance effectiveness measurement and continuous improvement.

BUSINESS AND FINANCIAL PLANNING OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4480
Fax (416)235-5362
8:30 - 5:00

The Business and Financial Planning Office facilitates and coordinates the development of strategic and results-based plans for the Road User Safety Division. The office provides divisional business planning liaison with Financial Services, Strategic Policy, Human Resources, Legal, Communications and I&IT branches; coordinates and develops the ADM's Performance Management Plan; provides road user safety input to MTO Public Business Plan. The office also acts as a divisional liaison with respect to monitoring and reporting on the division's public performance measures.

BUSINESS PERFORMANCE OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4026
Fax (416)235-5362
8:30 - 5:00

The Business Performance Office develops the annual expenditure allocation and revenue plan and is responsible for coordinating in-year financial management and other controllership activities.

DIVISIONAL COMMUNICATIONS OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4026
Fax (416)235-5362
8:30 - 5:00

The Divisional Communications Office is responsible for managing and providing support to the development of communications materials produced in the Road User Safety (RUS) Division. The office provides strategic advice and support to ensure that divisional program initiatives, objectives

and successes are effectively communicated to a variety of stakeholders. The office also supports the division's critical issues management process by coordinating all RUS briefing note and media requests.

DIVISIONAL COORDINATION OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4026
Fax (416)235-3939
8:30 - 5:00

The Divisional Coordination Office is responsible for supporting and providing coordination services to the Division in such areas as Division Planning, Human Resources, Procurement/ Consulting, Training and Development, Audit and Risk Assessments, Security, PC Fleet, Occupational Health and Safety, Legal, Facilities and Accommodations, and Corporate Projects/ Initiatives.

SERVICE IMPROVEMENT OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4480
Fax (416)235-5362
8:30 - 5:00

The Service Improvement Office provides consultative and coordination services on behalf of and for the division in the following areas to facilitate continuous service improvement: application of the OPS Quality Service Model; monitoring performance against the Service Quality Standards; developing, implementing and maintaining the division's employee recognition program; monitoring and measuring customer satisfaction through customer surveying and customer feedback management at private issuing offices, DriveTest centres and other service delivery channels; administration of the Vehicle Impoundment Program and the Performance Management Program.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)246-7166x6300
Toll Free 1-800-387-7736
Fax (905)704-2530
8:00 - 4:30

The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial **vehicle**s in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and **bus** industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)246-7166x6300
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier Enforcement Program Office provides program evaluation (effectiveness, efficiency), performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting services regarding vehicle design, performance, standards and regulation.

CARRIER SAFETY POLICY OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)246-7166x6300
Toll Free 1-800-387-7736x6300
Fax (905)704-2750
8:30 - 4:30

The Carrier Safety Policy Office is responsible for the development of legislation/regulations, project management, coordination of Cabinet Submissions, Minister's letters and briefing notes related to commercial carriers/policy. The office is the focal point for national/international trucking issues.

CARRIER SAFETY PROGRAM IMPROVEMENT OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)246-7166x6300
Toll Free 1-800-387-7736x6300
Fax (905)704-2467
8:30 - 4:30

The Carrier **Safety** Program Improvement Office is involved in a number of initiatives: Internet Access to Safety Ratings; CVOR Renewal and National Data Exchange.

CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)246-7166x6300
Toll Free 1-800-387-7736x6300
Fax (905)704-2525 (Client Services)
8:30 - 5:00

The Carrier Sanctions and **Investigation** Office provides special investigations, carrier control and **enforcement** support services for the Carrier subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicle Act. The office monitors operations of carriers and initiates control and sanction

proceedings against offenders. It is also responsible for various licensing functions - truck/bus operating **licences**, MVIS licences and issuing Oversize/Overweight **permits**.

LICENSING SERVICES BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-5211
8:30 - 5:00

The Licensing Services Branch is responsible for direct customer service and service support functions, as well as regulatory driver licensing functions critical to the Division's road safety mandate. This Branch reports to Road User Safety Operations.

DRIVER IMPROVEMENT OFFICE

2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-1773 (Medical Review Section)
General Inquiry (416)235-1086 (Driver Control Section)
Fax (416)235-3400 (Medical Review Section)
Fax (416)235-4415 (Driver Control Section)
8:30 - 5:00

The Driver Improvement Office is committed to minimizing risks to road safety through the delivery of medical review and driver control programs to reduce collisions, injuries and fatalities. This includes setting, monitoring and enforcing the medical standards for driver fitness, delivering programs aimed at drinking drivers, and improving driver behaviour through driver treatment programs and sanctions, while providing effective and customer-friendly service to clients.

LICENSING ADMINISTRATION OFFICE

Bldg A
Main Flr Rm 178, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-387-3445
Fax (416)235-4414
8:30 - 5:00

The Licensing Administration Office serves as the primary access point on behalf of the Road User Safety Division for phone, internet/e-mail and written enquiries from the public, government agencies, law enforcement and other external client groups on a broad range of driver and vehicle licensing policies, procedures and governing legislation. One window service for: coordination of Freedom of Information and Protection of Privacy (FOIPP) Act on behalf of Division; certification of Driver and Vehicle documents for court purposes; resolving, investigating and researching complex driver and vehicle issues for internal and external clients; fulfilment of Personalized Plate orders via phone as well as electronic and mail requests for driver/vehicle/carrier and collision report information products.

LICENSING PRODUCTION SERVICES OFFICE

1355 John Counter Blvd
PO Box 9200
Kingston K7L 5A3
General Inquiry (613)545-4826
Toll Free 1-800-387-3445 (Driver and Vehicle Related Inquiries)
Fax (613)545-4803
8:30 - 5:00

The Licensing Production Services Office is responsible for the centralized processing and fulfilment of ministry products and services (e.g. driver licences, vehicle registration renewals) through mail and internet channels. This office maintains a partnership with Ministry of Community Safety and Correctional Services in the production, supply and distribution of Ontario's motor vehicle licence plates. At the Kingston Card Production Centre, digital photo drivers' licences and health cards are produced for the Province of Ontario.

PROJECTS AND CHANGE MANAGEMENT BRANCH

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00

The Projects and Change Management Branch (PCMB) is responsible for leading, supporting and participating in key business re-engineering and business improvement activities, providing complete end-to-end development of new projects within the Road User Safety Division. The branch provides project and change management support to define and promote the evaluation of the division's core business areas. Working with MGS and various partner ministries, PCMB is also the main divisional contact for the government's Integrated Service Delivery initiative, and has overall responsibility for coordinating and implementing various customer service improvements through the telephone, internet and kiosk channels, including contact centres throughout the division. In addition, the branch provides operational and ongoing support for the International Registration Plan and is responsible for the Insurance Data Partnership that is being developed with the Insurance Bureau of Canada.

CHANGE MANAGEMENT OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4396
Fax (416)235-4111
8:30 - 5:00

The Change Management Office promotes and supports collaborative Change Management Plan ("Transitions") and strategies that focus on aligning Division priorities and encouraging innovation, encourages more integrated and horizontal partnerships across the Division and beyond, maintains and communicates information on divisional change initiatives and knowledge management; and facilitates and supports staff training and coaching.

E-BUSINESS OFFICE

Bldg C
3rd Flr Rm 333, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3865
Fax (416)235-4821
8:30 - 5:00

The e-Business Office is responsible for leading and participating in strategic re-engineering and continuous business improvements initiatives, with a focus on improving customer service through emerging electronic service delivery technologies. The e-Business Office provides overall leadership and business analysis and operational support to the International Registration Plan (IRP). It also provides project management and business analysis support to the overall Integrated Service Delivery Strategy as well as the Electronic Service Delivery for Individuals (ESDI) project. The e-Business Office provides contract management and support to the current network of 70 ServiceOntario kiosks.

INSURANCE DATA PARTNERSHIPS OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00

The Insurance Data Partnerships Office is responsible for the partnership project with the insurance industry that will promote efficiency and improve the delivery of services.

PROJECT DEVELOPMENT OFFICE

Bldg C
Rm 321, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4483
Fax (416)235-4018
8:30 - 5:00

The Project Development Office provides value-added support to the Ministry's Road User Safety Division by providing complete end-to-end development of new projects and by conducting comprehensive business process management reviews of program offices.

PROJECT MANAGEMENT OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4396
Fax (416)235-4111
8:30 - 5:00

The Project Management Office (PMO) manages Road User Safety Division's Project Management Framework activities that include establishing standards, communicating best practices, training, coaching and facilitating staff, coordinating corporate project reporting requirements and gathering/analysing project-related data.

SERVICE DEVELOPMENT AND IMPLEMENTATION OFFICE

Bldg C
Rm 318, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4483
Fax (416)235-5309
8:30 - 5:00

The Service Development and Implementation Office works with partners from within MTO and outside to implement new road safety and service improvement initiatives. The Office also has a role in overseeing initiatives after implementation and identifying opportunities for improvement.

TELEPHONE CHANNEL BUSINESS OFFICE

Bldg A
Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4842
Fax (416)235-4642
8:30 - 5:00

The Telephone Channel Business Office is responsible for leading re-engineering/strategic customer service improvement projects and managing the operational/ongoing support for products and services made available on the Telephone and Internet Channel and Contact Centres.

ROAD USER SAFETY OPERATIONS

Bldg A
Rm 202, 1201 Wilson Ave
Toronto M3M 1J8
General Inquiry (416)235-2833
Fax (416)235-5672
8:30 - 5:00

Road User Safety Operations is responsible for providing executive leadership in the direct and indirect delivery of province-wide driver, vehicle and carrier programs. The following branches have a direct reporting relationship to the Executive Director of Operations: Central Region Driver and Vehicles, Field Operations Drivers and Vehicles, Licensing Services Branch and Service Delivery Partnerships Branch.

RUS OPERATIONS - CENTRAL REGION

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5406
(416)235-5427 (Demerit Points Interviews)
Toll Free 1-800-396-4233 (Senior Group Education Sessions)
Fax (416)235-4670
8:30 - 5:00

Road User Safety Operations, Central Region delivers, within Central Region, the ministry's programs in the areas of licensing, **driver** improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario. This Office reports to Road User Safety Operations.

DRIVER AND VEHICLE LICENCE ISSUING OFFICE

DOWNSVIEW OVERSIZE/OVERWEIGHT PERMIT AND INTERNATIONAL REGISTRATION PLAN OFFICE

Bldg A
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
(416)235-4774 (International Registration)
Toll Free 1-800-268-7590
Fax (416)235-5000 (International Registration)
8:30 - 5:00

Downsview Oversize/Overweight Permit and International Registration Plan Office issues overdimensional permits and registers international carriers through the International Registration Plan.

HAMILTON OVERSIZE/OVERWEIGHT PERMIT AND INTERNATIONAL REGISTRATION PLAN OFFICE

2255 Barton St E
Hamilton L8E 7T4
General Inquiry (905)561-5926
(905)561-5926x212 (International Registration)
Fax (905)561-4603
8:30 - 5:00

Hamilton Oversize/Overweight Permit and International Registration Plan Office issues overdimensional permits and registers international carriers through the International Registration Plan.

QUEEN'S PARK DRIVER AND VEHICLE LICENSING OFFICE

Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
Fax (416)325-2673
8:30 - 5:00

MTO Issuing Office provides "over the counter" delivery of driver and vehicle products and services.

DRIVER EXAMINATION SERVICES

Driver Examination Services are provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

ENFORCEMENT OFFICES

DURHAM ENFORCEMENT OFFICE

475 Bond St
Oshawa L1J 2M2
General Inquiry (905)728-7505
Fax (905)728-1889
8:30 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

HALTON ENFORCEMENT OFFICE

Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556x234
Fax (905)315-7571
8:00 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

HAMILTON/NIAGARA ENFORCEMENT OFFICE

903 Barton St
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x200
Fax (905)643-7529
8:30 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

PEEL ENFORCEMENT OFFICE

Erin Park Ctr
Unit 1, 6400 Millcreek Dr
Mississauga L5N 3E7
General Inquiry (905)826-3453x223
Fax (905)826-6989
8:30 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

TORONTO ENFORCEMENT OFFICE

2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2645
Fax (416)325-8591
8:30 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

YORK ENFORCEMENT OFFICE

1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
Fax (905)713-7328
8:30 - 5:00

Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

RUS OPERATIONS - FIELD

Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900
Fax (705)497-6886
8:30 - 5:00

The RUS Field Operations Branch administers the ministry's enforcement, **driver** and vehicle services for Eastern, Northern (includes Northwestern) and Southwestern regions. Programs delivered by the branch include: Driver Improvement, International Registration, Overdimensional Permits, Vehicle Registration and Vehicle **Inspection**. The branch enforces the statutes and regulations related to the operations of commercial motor vehicles in Ontario and also oversees the 213 privately owned Driver and Vehicle Licence Issuing Offices and 44 DriveTest Centres within its jurisdiction. This Branch reports to Road User Safety Operations.

EASTERN REGION - FIELD SERVICES

1355 John Counter Blvd
Kingston K7L 5A3
(613)545-4602 (Demerit Point Interviews)
Toll Free 1-800-701-2171 (Seniors Drivers Group Education Sessions)
Fax (613)540-5159
8:30 - 5:00

The Eastern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

DRIVER EXAMINATION SERVICES

Driver Examination Services are provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

KINGSTON DISTRICT OFFICE - ENFORCEMENT,
DRIVER AND VEHICLE FIELD SERVICES
1355 John Counter Blvd
Postal Bag 4000
Kingston K7L 5A3
(613)547-1761 (Enforcement)
(613)545-4602 (Demerit Point Interviews)
(613)545-4765 (Overdimensional Permits)
(613)540-5185 (International Registration)

Toll Free 1-800-701-2171 (Senior Driver Group Education Sessions)
Fax (613)545-4632 (Enforcement)
Fax (613)545-4781 (Overdimensional Permits/International Registration)
8:30 - 5:00 ♿

PORT HOPE - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES

138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-6381 (Port Hope Field Office)
(905)885-8318 (International Registration)
Fax (905)885-4268
8:15 - 4:30 ♿

The Port Hope - Enforcement, Driver and Vehicle Field Services Office is closed daily from 12:00 p.m. to 1:00 p.m.

OTTAWA DISTRICT OFFICE - ENFORCEMENT,
DRIVER AND VEHICLE FIELD SERVICES
Unit 2, 3091 Albion Rd N
Ottawa K1V 9V9
(613)731-2803 (International Registration)
(613)731-1474x138 (Enforcement)
Other 1-800-701-2171 (Senior/Demerit Point Interviews)
(613)731-6451 (Overdimensional Permits)
Fax (613)731-8987 (International Registration)
Fax (613)249-8143 (Overdimensional Permits)
Fax (613)249-8145 (Enforcement/Administrative Services)
8:30 - 5:00 ♿

CORNWALL - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES

55 Water St W
Cornwall K6J 1A1
(613)731-1474x138 (Enforcement)
(613)933-3245 (Prorate/International Registration)
Fax (613)933-8237
8:45 - 5:00 ♿

The Cornwall - Enforcement, Driver and Vehicle Services Office is closed daily from 12:00 p.m. to 1:15 p.m.

NORTHERN REGION - FIELD SERVICES

Ontario Government Complex
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
8:30 - 5:00 ♿

The Northern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

DRIVER EXAMINATION SERVICES

Driver Examination Services are provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

NORTHERN REGION : EAST- FIELD SERVICES

Ontario Government Complex
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900x6277
Fax (705)497-5439
8:30 - 5:00

The Northern Region: East Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

NORTH BAY/TIMMINS DISTRICT OFFICE -
ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
Ontario Government Complex
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)497-5411 (Enforcement)
(705)497-5412 (International Registration and Overdimensional Permits)
Toll Free 1-800-461-9548 (Senior/Demerit Point Interviews)
Fax (705)497-5533 (International Registration and Overdimensional Permits)
Fax (705)497-5415 (Enforcement)
Fax (705)497-5533 (Senior/Demerit Point Interviews)
8:30 - 5:00

HUNTSVILLE ENFORCEMENT FIELD SERVICES
207 Main St W
Huntsville P1H 1Z9
(705)789-2391x270 (Enforcement)
Fax (705)789-1660 (Enforcement)
8:30 - 5:00

TIMMINS ENFORCEMENT FIELD SERVICES
Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 4000
South Porcupine P0N 1H0
(705)235-1469 (Enforcement)
Fax (705)235-1475 (Enforcement)
8:30 - 5:00

NORTHERN REGION: WEST- FIELD SERVICES

1st Flr, 615 James St S
Thunder Bay P7E 6P6
General Inquiry (807)473-2072
Toll Free 1-800-461-9548 (Senior/Demerit Point Interviews)
Fax (807)473-2147
8:30 - 5:00

The Northern Region: West Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

KENORA DISTRICT OFFICE - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES

808 Robertson St
PO Box 2250
Kenora P9N 3X8
General Inquiry (807)468-2781
(807)468-2780 (Overdimensional Permits)
Fax (807)468-6987
8:15 - 4:30

Kenora District Office - Enforcement, Driver and Vehicle Field Services is closed daily from 12:00 p.m. - 1:00 p.m.

DRYDEN ENFORCEMENT FIELD SERVICES
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8637 (Enforcement)
Fax (807)223-6694
8:15 - 4:30

FORT FRANCES ENFORCEMENT FIELD SERVICES
283 Church St
PO Box 663
Fort Frances P9A 3M9
General Inquiry (807)274-4424 (Enforcement)
Fax (807)274-2768
8:15 - 4:30

SAULT STE MARIE DISTRICT OFFICE - ENFORCEMENT FIELD SERVICES
Main Flr, 740 Great Northern Rd
Sault Ste Marie P7A 5K7
General Inquiry (705)945-9395 (Enforcement)
Fax (705)945-6851
8:30 - 4:45

SUDBURY ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
Greenvale Crt
Unit 7, 428 Westmount Ave
Sudbury P3A 5V8
General Inquiry (705)566-1414
(705)566-1414x233 (Enforcement)
(705)497-5412 (Overdimensional Permits)
Fax (705)566-6844
8:30 - 5:00

THUNDER BAY DISTRICT OFFICE - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
1st Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2021 (Enforcement)
(807)473-2072 (International Registration)
(807)473-2040 (Overdimensional Permits)
Fax (807)473-2133
8:30 - 5:00

SOUTHWESTERN REGION - FIELD SERVICES

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-888-276-7885 (Senior/Demerit Point Interviews)
Fax (519)873-4332 (Regional Office)
8:30 - 5:00

The Southwestern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

DRIVER EXAMINATION SERVICES

Driver Examination Services are provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

LONDON DISTRICT - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
Exeter Road Complex
1st Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4286
General Inquiry (519)873-4284
(Overdimensional Permits)
(519)873-4280 (International Registration)
Toll Free 1-800-265-6072
Fax (519)873-4332
8:30 - 5:00

WATERLOO DISTRICT - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
500 Weber St N Unit 3
Waterloo N2L 4E9
General Inquiry (519)885-4297
(519)885-3403 (International Registration)
(519)885-9489 (Overdimensional Permits)
Toll Free 1-866-838-5821
Fax (519)885-9937
8:30 - 5:00

BARRIE - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
Unit 3, 92 Commerce Park Dr
Barrie L4N 8W8
(705)739-6368 (International Registration)
(705)739-6626 (Enforcement)
Fax (705)739-6300 (International Registration)
8:30 - 5:00

BRANTFORD - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-0167 (Enforcement)
Fax (519)756-1705
8:30 - 5:00

CLINTON - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
100 Don St
Clinton N0M 1L0
General Inquiry (519)482-5536 (Enforcement)
Fax (519)482-5031
8:30 - 5:00

OWEN SOUND - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
1450 Seventh Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-1341 (Enforcement)
Fax (519)376-0633
8:30 - 5:00

WINDSOR DISTRICT - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
Suite 210, 150 Ouellette Pl
Windsor N8X 1L9
General Inquiry (519)972-9044
(519)972-8866 (International Registration)
(519)972-5579 (Overdimensional Permits)
Toll Free 1-866-612-7354
Fax (519)966-7567
8:30 - 5:00

CHATHAM - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES
870 Richmond St
Chatham N7M 5L3
General Inquiry (519)352-1400x234
Fax (519)352-9346
8:30 - 5:00

SAFETY POLICY AND EDUCATION BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5139
8:00 - 4:30

The Safety Policy and Education Branch promotes road user safety through policy development, research, marketing and public education as well as special projects.

ROAD SAFETY MARKETING OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-3473 (Road Safety Information & Programs, Info Sheets, Posters, Handbooks, Brochures)
Fax (807)473-2147 (Thunder Bay)
Fax (705)497-5439 (North Bay)
Fax (416)235-5129 (Downsview)
Fax (613)545-4737 (Kingston)
Fax (416)235-5068 (To Order Road Safety Brochures)
Fax (519)873-4332 (London)
8:00 - 4:30

The **Road Safety** Marketing Office develops provincial programs that promote road user safety; works with community networks to deliver road user safety programs; and monitors road user safety activity through liaisons with stakeholders and other jurisdictions.

ROAD SAFETY PROGRAM OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30

The Road Safety Program Office promotes safety on Ontario's highways by researching, planning, developing and evaluating road user safety initiatives directed at drivers, vehicles and other road users. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicle**s Act and the Off-Road Vehicles Act.

SERVICE DELIVERY PARTNERSHIPS BRANCH

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:00 - 5:00

The Service Delivery Partnerships Branch is responsible for contract and relationship management with key delivery partners including Serco DES (driver exam) and the private issuing network. It is also responsible for the policies and procedures to support all Driver and Vehicle services, as well as the Fraud Prevention and Business Integrity Project. This Branch reports to Road User Safety Operations.

DRIVER EXAMINATION SERVICES OFFICE

Bldg E
Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3884
Fax (416)235-4340
8:30 - 5:00

The Driver Examination Services Office is responsible for oversight and compliance monitoring related to the delivery of Driver Examination Services by Serco DES. The office provides contract oversight, issues management capability and supports the ongoing improvement of Driver Examination Services.

DRIVER LICENCE CARD PROJECT OFFICE

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4036
Fax (416)235-4325

The Driver Licence Card Project Office (DLCPO) is leading the development, procurement and implementation of new, more secure driver licence and health card designs, processes and production capacity.

FRAUD PREVENTION AND BUSINESS INTEGRITY PROJECT OFFICE

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:30 - 5:00

The Fraud Prevention and Business Integrity Project Office is working to more effectively protect the public from fraudulent use of driver/vehicle information, falsified driver/vehicle related documents and to enhance the confidence in driver and vehicle licensing documents. It is also working to strengthen the reciprocal recognition of Ontario's driver licence to facilitate efficient movement across borders.

ISSUER SERVICES OFFICE

Bldg C
Main Flr Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4668
Fax (416)235-4433
8:00 - 5:00

The Issuer Services Office is responsible for the business relationship with the Ministry's Private Issuing Network and the procurement of replacement issuers.

OPERATIONAL POLICY OFFICE

Bldg A
Lower Level Rm B-051, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4612
Fax (416)235-4646
8:00 - 5:00

The Operational Policy Office develops and implements new policies and procedures, monitors existing programs, identifies, analyzes and resolves post implementation problems and communicates and distributes updates and new information to the Driver and Vehicle Delivery Network. It also coordinates the Ministry Driver Handbook Committee and ensures public education material reflects rules of the road and other relevant road safety information. It also approves instructor courses and provides technical training to program staff. In addition, this office is responsible for administering the Driver Certification Program and the Driver Licensing and Vehicle Registration Programs and coordinating the administration development of the independent driver and licence issuing offices.

TRANSPORTATION I&IT CLUSTER

4th Flr, 30 College St
Toronto M5G 1K2
General Inquiry (416)327-3754
Fax (416)327-3755
8:30 - 5:00

The Transportation Information and Information Technology Cluster provides leadership in the planning and deployment of information technology for the Ministry of Transportation, to enable the delivery of transportation programs and services, support the generation of new business opportunities, and build on key elements of the Government Information and Information Technology infrastructure.

HIGHWAYS AND BUSINESS SERVICES APPLICATION SOLUTIONS BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2637
(905)704-2857 (Application Services Office 4th Flr)
Fax (905)704-2626 (4th Flr Staff)
Fax (905)704-2005 (7th Flr Staff - Library & RIM)
8:30 - 5:00

Highways and Business Services Application Solutions Branch provides IT planning, application development, maintenance and support to the Provincial Highways Management, Transportation Policy and Planning, and Business Support core businesses within the ministry. It also provides library and records information management services to the entire ministry.

APPLICATION SERVICES OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2857
Fax (905)704-2005 (7th Flr)
Fax (905)704-2626 (4th Flr)
8:30 - 5:00

The Application Services Office is responsible for meeting the application development and support, and information management needs of the Business Support core activity. It provides leadership and implementation of OPS restructuring and corporate initiatives, including Shared Services, Regional Service Delivery and Internal Administration. The Business Support core activity uses I&IT extensively to deliver Business Support services to all of MTO's core businesses. This office is responsible for participating in the implementation of corporate applications such as the Workforce Information Network (WIN) and the Integrated Financial Information System (IFIS). In addition to the traditional I&IT functions required to support Business Support, this office provides Library and reference material management, and Recorded Information Management (RIM) administrative functions for the ministry.

ENTERPRISE LIBRARY AND RECORDS INFORMATION MANAGEMENT OFFICE

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2065
Fax (905)704-2005
8:30 - 5:00

The Transportation I&IT Cluster's Enterprise Library provides library services to the ministry. The service combines direct access to information from the desktop with the resources of a first class engineering library collection. Professional librarians are available to ensure MTO staff have the resources necessary to meet their information needs in a timely, accurate and reliable manner.

STRATEGIC PLANNING AND TRANSITION OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2637
Fax (905)704-2626
8:30 - 5:00

Providing services and support encompassing I&IT strategic planning and technology transitions, Enterprise Solution Architecture and GIS Solution Delivery.

SUPPORT SERVICES OFFICE

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2637
(905)704-2423 (Application Resource Desk)
Fax (905)704-2005
Fax (905)704-2626
8:30 - 5:00

Providing Database Administration, Application Packaging & Deployment and Application Help Desk services.

I&IT PLANNING, ARCHITECTURES AND MANAGEMENT SERVICES

Bldg A
Rm 101, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (905)704-2780
Fax (416)235-5341
8:30 - 5:00 ♿

I&IT Planning, Architectures and Management Services coordinates the Transportation I&IT Cluster's planning, best practices and architectural management for the ministry's annual investment in I&IT-related staff, equipment, applications and operational support. This office manages vendor relations, contracts ensuring Service Level Agreements are developed and maintained. It also provides a focal point to the ministry's core businesses ensuring that business needs are identified using common planning and project methodologies while providing financial and general management functions.

IT SERVICE MANAGEMENT BRANCH

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2602
Fax (905)704-2010
8:30 - 5:00 ♿

IT Service Management Branch is responsible for ensuring a highly reliable, well-designed and well-managed IT infrastructure as the foundation for the I&IT functions of the ministry's core businesses. This includes all Head Office operations and provincial I&IT infrastructure design, deployment and management, as well as providing functional direction to Regional IT operations. These activities encompass a client base of ministry staff in the Niagara and Greater Toronto areas as well as providing functional leadership for service management to clients throughout the province.

ROAD USER SAFETY APPLICATION SOLUTIONS

Bldg A
Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4099
Fax (416)235-5211
8:30 - 5:00 ♿

Road User Safety Application Solutions is responsible for meeting the I&IT planning, application development and support, data and information management needs of the Road User Safety core business. The Driver, Vehicle and Carrier systems that support the delivery of Road User Safety services to the public are the largest in Canada and in the top ten of their kind in North America. They include a large on-line, real time, Vehicle Registration, Driver Licensing and Control, and Carrier Licensing and Control Systems. These systems support the licensing and registration of millions of drivers and vehicles. Services are delivered through a province-wide network to approximately 400 storefront locations, via 1,800 workstations. Information products and a selection of services are also distributed through a variety of delivery channels such as self-service kiosks, electronic data transfer, interactive voice response and the internet.

ENTERPRISE SOLUTIONS OFFICE

Bldg A
Rm 130, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4502
Fax (416)235-4202
8:30 - 5:00

Road User Safety Enterprise Solutions Office is responsible for planning, analysis, design, development and delivery of information and technology solutions for Road User Safety core business - driver, vehicle, carrier programs, as well as government initiatives.

PROGRAM/PROJECT MANAGEMENT OFFICE

Bldg A
Rm 201, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4740
Fax (416)235-5211
8:30 - 5:00

The Program/Project Management Office (PMO) of the Road User Safety Application Solutions Branch (RUSASB) is responsible for resource management and project management services to support effective governance in the delivery of IT services. The Office is responsible for ensuring effective management of human resources and financial related reporting systems at the branch and project level as well as providing support to IT projects to ensure effective and timely delivery in accordance with customer requirements. The Office provides services to all branch operations and supports the Office of the Director in ensuring effective management reporting and accountability structures within RUSAS operations.

SOLUTIONS ENGINEERING OFFICE

Bldg A
Rm 119, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4511
Fax (416)235-3970
8:30 - 5:00

Solutions Engineering Office provides database administration, systems management and quality assurance, systems library administration, systems testing, batch production control, and support services for application development and maintenance. The office also provides 24-hour technical support to the operation of the Road User Safety's on-line and batch production systems.

TECHNICAL SUPPORT OFFICE

Bldg A
Rm 119, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4511
Fax (416)235-3970
8:30 - 5:00

The Technical Support office provides 7x24 support of the Road User Safety division's Information Technology infrastructure and applications to enable "over the counter" and online service delivery. Primary "over the counter" services are delivered by the Private Issuers Network, Driver Examination Centres, MTO offices and Head Offices. Online services are delivered via Internet,

Extranet, Intranet, Kiosks, Public Access Terminals, Interactive Voice Response, and Wireless technology.

AGENCIES, BOARDS AND COMMISSIONS

GO TRANSIT

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3600 (Head Office)
(416)869-3600x7273 (Lost & Found)
(416)869-3200 (Customer Service)
TTY 1-800-387-3652
Toll Free 1-888-438-6646 (1 888 GET ON GO)
Fax (416)869-3525 (Head Office)
www.gotransit.com
8:00 - 4:30 ♿

The Greater Toronto **Transit** Authority (**GO Transit**) is the Province of Ontario's interregional public transit service for the Greater Toronto and Hamilton areas. GO started as a single **rail** line in 1967 and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 100 kilometres (60 miles) from downtown Toronto. GO Transit contracts with CN and CP to provide GO Train service; GO Transit operates GO Bus service directly. GO Transit is governed by a Board of Directors appointed by the Province. Its **library** is open to the public (416) 869-3600 x5358.

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
www.ohtb.gov.on.ca
8:15 - 4:15 ♿

The Ontario Highway Transport Board, an administrative tribunal, issues new and/or extensions to operating **licence**s for public **vehicle**s for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public Vehicles Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire **bus** operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act, R.S.O. 1990, c.A.15
Bridges Act, R.S.O. 1990, c.B.12
Capital Investment Plan Act, 1993 S.O. 1993, c.23 with respect to Part III of the Act
Commuter Services Act, R.S.O. 1990, c.C.23
Dangerous Goods Transportation Act, R.S.O. 1990, c.D.1
GO Transit Act, 2001, S.O. 2001, c.23, Schedule A
Highway Memorials for Fallen Police Officers Act, 2002, S.O. 2002, c.26
Highway Traffic Act, R.S.O. 1990, c.H.8
Hwy 407 Act, 1998, S.O. 1998, c.28
Hwy 407 East Completion Act, 2001 S.O. 2001, c.23, Schedule B

Improving Customer Service for Road Users Act, 2001, S.O. 2001, c.18
Local Roads Boards Act, R.S.O. 1990, c.L.27
Ministry of Transportation Act, R.S.O. 1990, c.M.36
Motorized Snow Vehicles Act, R.S.O. 1990, c.M.44
Off-Road Vehicles Act, R.S.O. 1990, c.O.4
Ontario Highway Transport Board Act, R.S.O. 1990, c.O.19
Ontario Transportation Development Corporation Act, R.S.O. 1980, c.358
Public Service Works on Highways Act, R.S.O. c. P.49
Public Transportation and Highway Improvement Act, R.S.O. 1990, c.P.50
Public Vehicles Act, R.S.O., c.P.54
Railways Act, R.S.O. 1950, c.331 as amended by S.O. 1968, c.113, s.1, S.O. 1979, c.44 and S.O. 1986, c.64, s.61
Rainbow Bridge Act, 1941, S.O. 1941, c.48 as amended by S.O. 1959, c.87
Shortline Railways Act, 1995, S.O. 1995, c.2
Toll Bridges Act, R.S.O. 1990, c.T.11
Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13
Truck Transportation Act, R.S.O. 1990, c.T.22
Urban Transportation Development Corporation Ltd. Act, R.S.O. 1980, c.518

MINISTERIAL RESPONSIBILITY FOR ACTS

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MINISTERIAL RESPONSIBILITY FOR ACTS

Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accountability for Expenses Act (Cabinet Ministers and Opposition Leaders), 2002 (Office of the Intergrity Commissioner)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act, 1996 (Ministry of Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Ministry of Agriculture, Food and Rural Affairs)
Agricultural Employees Protection Act, 2002 (Ministry of Agriculture, Food and Rural Affairs)
Agricultural Rehabilitation and Development Act (Ontario) ARDA (Ministry of Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Ministry of Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Ministry of Agriculture, Food and Rural Affairs)
Airports Act, R.S.O. 1990, c. A.15 (Transportation)
Alcohol and Gaming Regulation and Public Protection Act, 1996, S.O. 1996, c. 26, Sched. (Government Services)
Alcoholism and Drug Addiction Research Foundation Act (Health and Long-Term Care)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health and Long-Term Care)
Ambulance Services Collective Bargaining Act, 2001 (Labour)
Ammunition Regulation Act, 1994 (Ministry of Community Safety and Correctional Services)
Anatomy Act (Ministry of Community Safety and Correctional Services)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Ministry of Agriculture, Food and Rural Affairs)
Apportionment Act, R.S.O. 1990, c. A.23 (Government Services)
Apprenticeship and Certification Act, 1998 (Training, Colleges and Universities)
Arbitration Act, 1991 (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act, R.S.O. 1990, c. A.27 (Government Services)
Art Gallery of Ontario Act (Culture)
Arthur Wishart Act (Franchise Disclosure), 2000, S.O. 2000, c. 3 (Government Services)
Arts Council Act (Culture)
Assessment Act, R.S.O. 1990, c. A.31 (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act, R.S.O. 1990, c. A.33 (Government Services)
Athletics Control Act, R.S.O. 1990, c. A.34 (Government Services)
Audit Act, R.S.O. 1990, c. A.35 (Finance)
Automobile Insurance Rate Stabilization Act, 2003, S.O. 2003, c.9 (Finance)
Back to School Act (Hamilton-Wentworth District School Board), 2000 (Labour)
Back to School Act (Simcoe Muskoka Catholic District School Board), 2002 (Labour)
Back to School Act (Toronto and Windsor), 2001 (Labour)
Back to School Act (Toronto Catholic Elementary) and Education and Provincial Schools Negotiations Amendment Act, 2003 (Labour)
Bail Act (Attorney General)
Bailiffs Act, R.S.O. 1990, c. B.2 (Government Services)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Ministry of Agriculture, Food and Rural Affairs)
Bees Act (Ministry of Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Boundaries Act, R.S.O. 1990, c. B.10 (Government Services)
Brain Tumour Awareness Month Act, 2001 (Health and Long-Term Care)

Bridges Act, R.S.O. 1990, c.B.12 (Transportation)
Building Code Act, 1992 (Municipal Affairs and Housing)
Bulk Sales Act (Attorney General)
Business Corporations Act, R.S.O. 1990, c. B.16 (Government Services)
Business Names Act, R.S.O. 1990, c. B.17 (Government Services)
Business Records Protection Act (Attorney General)
Business Regulation Reform Act, 1994, S.O. 1994, c. 32 (Government Services)
Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002, S.O. 2002, c. 34, Sched. A (Government Services)
Canada Company's Lands Act, 1922 (Natural Resources)
Cancer Act (Health and Long-Term Care)
Capital Investment Plan Act, 1993 (Ministry of the Environment)
Capital Investment Plan Act, 1993, S.O. 1993, c. 23 - except in respect of the Ontario Realty Corporation, the Ontario Clean Water Agency and Part III of the Act (Finance)
Capital Investment Plan Act, 1993, S.O. 1993, c. 23. (Ministry of Public Infrastructure Renewal)
Capital Investment Plan Act, 1993 S.O. 1993, c.23 with respect to Part III of the Act (Transportation)
Celebration of Portuguese Heritage Act, 2001 (Culture)
Cemeteries Act (Revised), R.S.O. 1990, c. C.4 (Government Services)
Centennial Centre of Science and Technology Act (Culture)
Certification of Titles Act, R.S.O. 1990, c. C.6 (Government Services)
Change of Name Act, R.S.O. 1990, c. C.7 (Government Services)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Long-Term Care Programs and Services only) (Health and Long-Term Care)
Charitable Institutions Act, R.S.O. 1990, c. C.9 (Community and Social Services)
Charities Accounting Act (Attorney General)
Child and Family Services Act, R.S.O. 1990, c. C.11 (except for sections162 - 174 inclusive) (Ministry of Children and Youth Services)
Child and Family Services Act, R.S.O. 1990, c. C.11 (sections 162 -174 inclusive) (Community and Social Services)
Children's Law Reform Act (Attorney General)
Christopher's Law (Sex Offender Registry) 2000 (Ministry of Community Safety and Correctional Services)
Chronic Care Patients' Television Act, 1994 (Health and Long-Term Care)
City of Greater Sudbury Act, 1999 (Municipal Affairs and Housing)
City of Hamilton Act, 1999 (Municipal Affairs and Housing)
City of Kawartha Lakes Act, 2000 (Municipal Affairs and Housing)
City of Ottawa Act, 1999 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
City of Toronto Labour Disputes Resolution Act, 2002 (Labour)
Class Proceedings Act, 1992 (Attorney General)
Co-operative Corporations Act, R.S.O. 1990, c. C.35 (Finance)
Collection Agencies Act, R.S.O. 1990, c. C.14 (Government Services)
Colleges Collective Bargaining Act (Training, Colleges and Universities)
Collision Repair Standards Act, 2002, S.O. 2002, c.31 (Government Services)
Commercial Concentration Tax Act, R.S.O. 1990, c. C.16 (Finance)
Commercial Tenancies Act (Attorney General)
Commercial Tenancies Act (Municipal Affairs and Housing)
Commissioners for Taking Affidavits Act (Attorney General)
Commitment to the Future of Medicare Act, 2004 (Health and Long-Term Care)
Commodity Board Members Act (Ministry of Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Ministry of Agriculture, Food and Rural Affairs)
Commodity Futures Act, R.S.O. 1990, c. C.20 (Government Services)
Commodity Futures Act, R.S.O. 1990, c. C.20 (responsibility assigned to the Minister of Government Services) (Finance)
Community Care Access Corporations Act, 2001 (Health and Long-Term Care)
Community Psychiatric Hospitals Act (Health and Long-Term Care)
Community Recreation Centres Act (Ministry of Tourism)
Community Small Business Investment Funds Act, 1992, S.O. 1992, c. 18 (Finance)
Commuter Services Act, R.S.O. 1990, c.C.23 (Transportation)
Compensation for Victims of Crime Act (Attorney General)

Compulsory Automobile Insurance Act, R.S.O. 1990, c. C.25 (Finance)
Condominium Act, 1998, S.O. 1998, c. 19 (Government Services)
Conservation Authorities Act (Natural Resources)
Conservation Authorities Act, R.S.O. 1990, c. C. 27, s. 32. (Ministry of Public Infrastructure Renewal)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act (Ministry of the Environment)
Construction Lien Act (Attorney General)
Consumer Protection Act, 2002, S.O 2002, c. 30, Sched. A (Government Services)
Consumer Reporting Act, R.S.O. 1990, c. C.33 (Government Services)
Conveyancing and Law of Property Act (Attorney General)
Coroners Act (Ministry of Community Safety and Correctional Services)
Corporations Act, R.S.O. 1990, c. C.38 (Government Services)
Corporations Information Act, R.S.O. 1990, c. C.39 (Government Services)
Corporations Tax Act, R.S.O. 1990, c. C.40 (Finance)
Costs of Distress Act (Attorney General)
Courts of Justice Act (Attorney General)
Credit Unions and Caisses Populaires Act, 1994, S.O. 1994, c. 11 (Finance)
Creditors' Relief Act (Attorney General)
Crop Insurance (Ontario) 1996 (Ministry of Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees' Collective Bargaining Act, 1993 (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Foundations Act,1996, S.O. 1996, c. 22 (Finance)
Crown Timber Act (Natural Resources)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act, R.S.O. 1990, c.D.1 (Transportation)
Day Nurseries Act, R.S.O. 1990, c. D.2 (Ministry of Children and Youth Services)
Dead Animal Disposal Act (Ministry of Agriculture, Food and Rural Affairs)
Debt Collectors Act, R.S.O. 1990, c. D.4 (Government Services)
Declarations of Death Act, 2002 (Attorney General)
Development Charges Act, 1997 (Municipal Affairs and Housing)
Development Corporations Act (Economic Development and Trade)
Developmental Services Act (Long-Term Care Programs and Services only) (Health and Long-Term Care)
Developmental Services Act, R.S.O. 1990, c. D.11 (except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services) (Community and Social Services)
Discriminatory Business Practices Act, R.S.O. 1990, c. D.12 (Government Services)
Disorderly Houses Act (Attorney General)
District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 (Community and Social Services)
Dog Owners' Liability Act (Attorney General)
Domestic Violence Protection Act, 2000 (Attorney General)
Donation of Food Act, 1994 (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Ministry of Agriculture, Food and Rural Affairs)
Drug and Pharmacies Regulation Act (Health and Long-Term Care)
Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
Drugless Practitioners Act (Health and Long-Term Care)
Education Act (Education)
Education Act, R.S.O. 1990, c. E. 2 and R.R.O. 1990, Reg. 296, ss. 18(k). (Ministry of Public Infrastructure Renewal)
Education Act, R.S.O. 1990, c. E.2, only in respect of the provisions: Sect. 257.2.1, 257.5, 257.12, 257.12 (1)-(3), 257.13. Subsections 257.6 (3)-(7), 257.7 (3), 257.10 (4) & (5), 257.19 (4). (Finance)
Education Quality and Accountability Office Act, 1996 (Education)
Elderly Persons Centres Act (Health and Long-Term Care)
Elderly Person's Housing Aid Act (Municipal Affairs and Housing)
Election Act (Minister Responsible for Democratic Renewal)
Election Act (Office of the Chief Election Officer)
Election Finances Act (Minister Responsible for Democratic Renewal)
Election Finances Act (Office of the Chief Election Officer)
Electricity Act, 1998 (as amended by the Electricity Restructuring Act 2004) (Ministry of Energy)
Electricity Act, 1998, S.O. 1998, c. 15, Sched. A, Part VIII (Government Services)

Electricity Act, 1998, S.O. 1998, c. 15, Schedule A, Part IX.1. (Ministry of Public Infrastructure Renewal)
Electronic Commerce Act, 2000 (Attorney General)
Electronic Registration Act (Ministry of Consumer and Business Services Statutes), 1991, S.O. 1991, c. 44 (Government Services)
Emergency Management Act (Ministry of Community Safety and Correctional Services)
Employer Health Tax Act, R.S.O. 1990, c. E.11 (Finance)
Employers and Employees Act (Attorney General)
Employment Standards Act, 2000 (Labour)
Endangered Species Act (Natural Resources)
Energy Efficiency Act, RSO 1990 (Ministry of Energy)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Minister Responsible for Aboriginal Affairs)
Environment Tribunal Act (Ministry of the Environment)
Environmental Assessment Act (Ministry of the Environment)
Environmental Assessment Act, R.S.O. 1990, c. E. 18, and R.R.O. 1990, Reg. 334, s. 7. (Ministry of Public Infrastructure Renewal)
Environmental Bill of Rights Act, 1993 (Ministry of the Environment)
Environmental Protection Act (Ministry of the Environment)
Escheats Act (Attorney General)
Estate Administration Tax Act, 1998, S.O. 1998, c. 34, Sched (Finance)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Attorney General)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act, R.S.O. 1990, c. E.27 (Government Services)
Factors Act, R.S.O. 1990, c. F.1 (Government Services)
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Education)
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Labour)
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999 (Labour)
Family Benefits Act, R.S.O. 1990, c. F.2 (Community and Social Services)
Family Law Act (Attorney General)
Family Responsibility and Support Arrears Enforcement Act, 1996 (Attorney General)
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c. 31 (Community and Social Services)
Farm Implements Act (Ministry of Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Ministry of Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Ministry of Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Ministry of Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Ministry of Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Ministry of Agriculture, Food and Rural Affairs)
Farming and Food Production Protection Act (Ministry of Agriculture, Food and Rural Affairs)
Film Classification Act, 2005, S.O. 2005, c. 17 (Government Services)
Financial Administration Act, R.S.O. 1990, c. F.12 (Finance)
Financial Services Commission Act, 1997, S.O. 1997, c. 28 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Protection and Prevention Act, 1997 (Ministry of Community Safety and Correctional Services)
Fire Protection and Prevention Act, 1997 (Part IX Firefighters: Employment and Labour Relations) (Labour)
Firefighters' Memorial Day Act, 2000 (Ministry of Community Safety and Correctional Services)
Fiscal Transparency and Accountability Act, 2004, S.O. 2004, c.27 (Finance)
Fish and Wildlife Conservation Act, 1997, S.O. 1997, c. 41, s. 81. (Ministry of Public Infrastructure Renewal)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act, R.S.O. 1990, c. F.20 (Government Services)
Floral Emblem Act, R.S.O. 1990, c. F.21 (Government Services)
Fluoridation Act (Health and Long-Term Care)
Food Safety and Quality Act, 2001 (Ministry of Agriculture, Food and Rural Affairs)
Foreign Cultural Objects Immunity from Seizure Act (Culture)
Forest Fires Prevention Act (Natural Resources)

Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31 (Government Services)
French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act, R.S.O. 1990, c. F.35 (Finance)
Funeral, Burial, Cremation Services Act, 2002, S.O. 2002, c. 33 (Government Services)
Funeral Directors and Establishments Act, R.S.O. 1990, c. F.36 (Government Services)
Game and Fish Act (Natural Resources)
Gaming Control Act, 1992, S.O. 1992, c.24 (Government Services)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Tax Act, R.S.O. 1990, c. G.5 (Finance)
Geographic Township of Creighton-Davies Act, 1997 (Municipal Affairs and Housing)
Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)
George R. Gardiner Museum of Ceramic Art Act (Culture)
German Pioneers Day Act, 2000 (Culture)
GO Transit Act, 2001, S.O. 2001, c.23, Schedule A (Transportation)
Good Samaritan Act, 2001 (Attorney General)
Government Advertising Act, 2004, S.O. 2004, c. 20 (Government Services)
Grain Corn Marketing Act (Ministry of Agriculture, Food and Rural Affairs)
Grains Act (Ministry of Agriculture, Food and Rural Affairs)
Greenbelt Act, 2005 (Municipal Affairs and Housing)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health and Long-Term Care)
Health Care Consent Act, 1996 (Health and Long-Term Care)
Health Facilities Special Orders Act (Health and Long-Term Care)
Health Insurance Act (Health and Long-Term Care)
Health Protection and Promotion Act (Health and Long-Term Care)
Health Protection and Promotion Act, R.S.O. 1990, c. H.7 (section 7 in so far as it relates to the Healthy Babies Healthy Children program as described in guidelines published under section 7) (Ministry of Children and Youth Services)
Highway Memorials for Fallen Police Officers Act, 2002, S.O. 2002, c.26 (Transportation)
Highway Traffic Act, R.S.O. 1990, c.H.8, Section 7.3, clause 7.4(a), section 7.5, 7.6, 7.7, 7.8, 7.16 (Finance)
Highway Traffic Act, R.S.O. 1990, c.H.8 (Transportation)
Historical Parks Act (Ministry of Tourism)
Holocaust Memorial Day Act, 1998, S.O. 1998, c.25 (Ministry of Citizenship and Immigration)
Homemakers and Nurses Services Act (Health and Long-Term Care)
Homes for Special Care Act (Health and Long-Term Care)
Homes for the Aged and Rest Homes Act (Health and Long-Term Care)
Horse Riding Safety Act, 2001, S.O. 2001, c. 4 (Government Services)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Registration of Guests Act (Attorney General)
Hotel Registration of Guests Act (Ministry of Tourism)
Housing Development Act (Municipal Affairs and Housing)
Hummingbird Performing Arts Centre Corporation Act, 1998 (Culture)
Hwy 407 Act, 1998, S.O. 1998, c.28 (Transportation)
Hwy 407 East Completion Act, 2001 S.O. 2001, c.23, Schedule B (Transportation)
Hydro One Inc. Directors and Officers Act, 2002 (Ministry of Energy)
IDEA Corporation Act (Economic Development and Trade)
Imitation Firearms Regulation Act, 2000 (Ministry of Community Safety and Correctional Services)
Immunization of School Pupils Act (Health and Long-Term Care)
Improving Customer Service for Road Users Act, 2001, S.O. 2001, c.18 (Transportation)
Income Tax Act, R.S.O. 1990, c. I.2 (Finance)
Independent Health Facilities Act (Health and Long-Term Care)
Indian Welfare Services Act, R.S.O. 1990, c. I.4 (Community and Social Services)
Industrial and Mining Lands Compensation Act (Natural Resources)
Innkeepers Act (Attorney General)

Innkeepers Act (Ministry of Tourism)
Insurance Act, R.S.O. 1990, c. I.8 (Finance)
Intercountry Adoption Act, 1998, S.O. 1998, c.29 (Ministry of Children and Youth Services)
Interjurisdictional Support Orders Act, 2002 (Attorney General)
Interjurisdictional Support Orders Act, 2002 (Attorney General)
International Commercial Arbitration Act (Attorney General)
International Interests in Mobile Equipment Act (Aircraft Equipment), 2002 (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Irish Heritage Day Act, 2004 (Culture)
Judicial Review Procedure Act (Attorney General)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health and Long-Term Care)
Labour Relations Act,1995 (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakes and Rivers Improvement Act (Natural Resources)
Land Registration Reform Act, R.S.O. 1990, c. L.4 (Government Services)
Land Titles Act, R.S.O. 1990, c. L.5 (Government Services)
Land Transfer Tax Act, R.S.O. 1990, c. L.6 (Finance)
Law Society Act (Attorney General)
Legal Aid Services Act, 1998 (Attorney General)
Legislative Assembly Act (Minister Responsible for Democratic Renewal)
Legislative Assembly Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Licence Appeal Tribunal Act, 1999, S.O. 1999, c. 12, Sched. G (Government Services)
Lieutenant Governor Act (Attorney General)
Lightning Rods Act (Ministry of Community Safety and Correctional Services)
Limitations Act, 2002 (Attorney General)
Limitations Act (Attorney General)
Limited Partnerships Act, R.S.O 1990, c. L.16 (Government Services)
Line Fences Act (Municipal Affairs and Housing)
Liquor Control Act (Economic Development and Trade)
Liquor Control Act, R.S.O. 1990, c. L. 18. (Ministry of Public Infrastructure Renewal)
Liquor Licence Act, R.S.O. 1990, c. L.19 (Government Services)
Livestock and Livestock Products Act (Ministry of Agriculture, Food and Rural Affairs)
Livestock Community Sales Act (Ministry of Agriculture, Food and Rural Affairs)
Livestock Identification Act (Ministry of Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Ministry of Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Ministry of Agriculture, Food and Rural Affairs)
Loan and Trust Corporations Act, R.S.O. 1990, c. L.25 (Finance)
Lobbyists Registration Act, 1998 (Lobbyists Registration Office)
Lobbyists Registration Act, 1998, S.O. 1998, c. 27, Sched. (Government Services)
Local Roads Boards Act, R.S.O. 1990, c.L.27 (Transportation)
Long Term Care Act, 1994 (Health and Long-Term Care)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Minister Responsible for Aboriginal Affairs)
Marine Insurance Act, R.S.O. 1990, c. M.2 (Finance)
Marriage Act, R.S.O. 1990, c. M.3 (Government Services)
McMichael Canadian Act Collection Act (Culture)
Members Integrity Act, 1994 (Attorney General)
Members' Integrity Act, 1994 (Office of the Intergrity Commissioner)
Mental Health Act (Health and Long-Term Care)
Mental Hospitals Act (Health and Long-Term Care)
Mercantile Law Amendment Act (Attorney General)
Metropolitan Toronto Convention Centre Corporation Act (Ministry of Tourism)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Ministry of Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act, R.S.O. 1990, c. M.15 (Finance)

Ministry of Agriculture, Food and Rural Affairs Act (Ministry of Agriculture, Food and Rural Affairs)
Ministry of Citizenship and Culture Act in so far as it relates to activities and programs respecting culture (Culture)
Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18 in so far as it relates to activities and programs respecting citizenship and immigration. (Ministry of Citizenship and Immigration)
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20 (Community and Social Services)
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20 (Ministry of Children and Youth Services)
Ministry of Community and Social Services Act (sections 11.1 and 12 re: Long-Term Care Programs and Services only) (Health and Long-Term Care)
Ministry of Consumer and Business Services Act, R.S.O 1990, c. M.21 (Government Services)
Ministry of Correctional Services Act (Ministry of Community Safety and Correctional Services)
Ministry of Correctional Services Act, R.S.O. 1990, c. M.22 (Part V) (Ministry of Children and Youth Services)
Ministry of Energy Act, RSO 1990 (Ministry of Energy)
Ministry of Government Services Act, R.S.O. 1990, c. M. 25. (Ministry of Public Infrastructure Renewal)
Ministry of Government Services Act, R.S.O. 1990, c. M.25 (except in respect of the Ontario Realty Corporation and real property matters) (Government Services)
Ministry of Health and Long-Term Care Act (Health and Long-Term Care)
Ministry of Health Appeal and Review Boards Act, 1998 (Health and Long-Term Care)
Ministry of Industry, Trade and Technology Act (Economic Development and Trade)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act, R.S.O. 1990, c. M.33 (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Ministry of the Environment)
Ministry of the Solicitor General Act (Ministry of Community Safety and Correctional Services)
Ministry of Tourism and Recreation Act (in so far as it relates to activities and programs respecting tourism) (Ministry of Tourism)
Ministry of Training, Colleges and Universities Act (Training, Colleges and Universities)
Ministry of Transportation Act, R.S.O. 1990, c.M.36 (Transportation)
Ministry of Treasury and Economics Act, R.S.O. 1990, c. M.37 (Finance)
Mortgage Brokers Act, R.S.O. 1990, c. M.39 (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act, R.S.O. 1990, c. M.41 (Finance)
Motor Vehicle Dealers Act, 2002, S.O. 2002 c. 30, Sched. B (Government Services)
Motor Vehicle Dealers Act, R.S.O. 1990, c. M.42 (Government Services)
Motorized Snow Vehicles Act, R.S.O. 1990, c.M.44 (Transportation)
MPP Compensation Reform Act, (Arm's Length Process), 2001 (Office of the Intergrity Commissioner)
MPPs Pension Act, 1996, S.O. 1996, c. 6, Sched. A (Finance)
Municipal Act, 2001 (Municipal Affairs and Housing)
Municipal Affairs Act (Municipal Affairs and Housing)
Municipal Arbitrations Act (Municipal Affairs and Housing)
Municipal Conflict of Interest Act (Municipal Affairs and Housing)
Municipal Corporations Quieting Orders Act (Municipal Affairs and Housing)
Municipal Elections Act, 1996 (Municipal Affairs and Housing)
Municipal Extra-Territorial Tax Act (Municipal Affairs and Housing)
Municipal Franchises Act (Municipal Affairs and Housing)
Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Government Services)
Municipal Health Services Act (Health and Long-Term Care)
Municipal Property Assessment Corporation Act, 1997, S.O. 1997, c. 43, Sched. G (Finance)
Municipal Tax Assistance Act (Municipal Affairs and Housing)
Municipal Water and Sewage Transfer Act, 1997 (Ministry of the Environment)
Municipality of Shuniah Act, 1936 (Municipal Affairs and Housing)
National Radio Observatory Act, 1962-63 (Natural Resources)

Negligence Act (Attorney General)
Niagara Parks Act (Ministry of Tourism)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Municipal Affairs and Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Northern Services Boards Act (Northern Development and Mines)
Notaries Act (Attorney General)
Nursing Homes Act (Health and Long-Term Care)
Nutrient Management Act, 2002 (Ministry of Agriculture, Food and Rural Affairs)
Nutrient Management Act (Ministry of the Environment)
Oak Ridges Moraine Conservation Act, 2001 (Municipal Affairs and Housing)
Oak Ridges Moraine Protection Act, 2001 (Municipal Affairs and Housing)
OC Transpo Payments Act, 2000 (Municipal Affairs and Housing)
Occupational Health & Safety Act (Labour)
Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act, R.S.O. 1990, c.O.4 (Transportation)
Official Notices Publication Act, R.S.O. 1990, c. O.3 (Government Services)
Ombudsman Act (Attorney General)
Ombudsman Act (Ombudsman Ontario)
Ontario Agricultural Museum Act (Ministry of Agriculture, Food and Rural Affairs)
Ontario Agricultural Week Act, 1998 (Ministry of Agriculture, Food and Rural Affairs)
Ontario Association of former Parliamentarians Act, 2000 (Attorney General)
Ontario College of Art and Design Act, 2002 (Training, Colleges and Universities)
Ontario College of Teachers Act, 1996 (Education)
Ontario Colleges of Applied Arts and Technology Act, 2002 (Training, Colleges and Universities)
Ontario Credit Union League Limited Act, 1972, S.O. 1972, c. 42 (Finance)
Ontario Disability Support Program Act, 1997, S.O. 1997, c. 25, Sched. B (Community and Social Services)
Ontario Drug Benefit Act (Health and Long-Term Care)
Ontario Educational Communications Authority Act (Education)
Ontario Energy Board, 1998 (as amended by the Electricity Restructuring Act 2004) (Ministry of Energy)
Ontario Food Terminal Act (Ministry of Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act, R.S.O. 1990, c. O.17 (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Culture)
Ontario Highway Transport Board Act, R.S.O. 1990, c.O.19 (Transportation)
Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c. O.20 (Finance)
Ontario Housing Corporation Act (Municipal Affairs and Housing)
Ontario Institute for Studies in Education Repeal Act, 1996 (Education)
Ontario Law Reform Commission Act (Attorney General)
Ontario Lottery and Gaming Corporation Act, 1999 (Attorney General)
Ontario Lottery and Gaming Corporation Act, 1999, S.O. 1999, c. 12, Schedule L. (Ministry of Public Infrastructure Renewal)
Ontario Lottery and Gaming Corporation Act (Economic Development and Trade)
Ontario Medical Association Dues Act, 1991 (Health and Long-Term Care)
Ontario Mental Health Foundation Act (Health and Long-Term Care)
Ontario Mineral Exploration Act (Northern Development and Mines)
Ontario Municipal Board Act (Attorney General)
Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
Ontario New Home Warranties Plan Act, R.S.O. 1990, c. O.31 (Government Services)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Ministry of Tourism)
Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
Ontario Public Service Employees' Union Pension Act, 1994, S.O. 1994, c. 17, Sched. (Government Services)
Ontario School Trustees' Council Act (Education)
Ontario Society for Prevention of Cruelty to Animals Act (Ministry of Community Safety and Correctional Services)
Ontario Strategic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A (Finance)
Ontario Strategic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A (Ministry of Public Infrastructure Renewal)

Ontario Transportation Development Corporation Act, R.S.O. 1980, c.358 (Transportation)
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Personal Property Security Act, R.S.O. 1990, c. P.10 (Government Services)
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Physician Services Delivery Management Act, 1996 (Health and Long-Term Care)
Places to Grow Act, 2005, S.O. 2002, c. 13. (Ministry of Public Infrastructure Renewal)
Planning Act (Municipal Affairs and Housing)
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Police Services Act, section 113 (Attorney General)
Policy and Priorities Board of Cabinet Act (Legislative Offices)
Post-Secondary Education Choice and Excellence Act, 2000 (Training, Colleges and Universities)
Pounds Act (Ministry of Agriculture, Food and Rural Affairs)
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Private Career Colleges Act, 2005 (Training, Colleges and Universities)
Private Hospitals Act (Health and Long-Term Care)
Private Investigators and Security Guards Act (Ministry of Community Safety and Correctional Services)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Professional Geoscientists Act, 2000 (Northern Development and Mines)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act, R.S.O. 1990, c. P.30 (Finance)
Province of Ontario Savings Office Privatization Act, 2002, S.O. 2002, c. 8, Sched. H (Finance)
Provincial Land Tax Act, R.S.O. 1990, c. P.32 (Finance)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Hospitals Act (Health and Long-Term Care)
Public Inquiries Act (Attorney General)
Public Lands Act (Natural Resources)
Public Lands Act, R.S.O. 1990, c. P. 43, ss. 46(2). (Ministry of Public Infrastructure Renewal)
Public Libraries Act (Culture)
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Quality of Care Information Protection Act, 2004 (Health and Long-Term Care)

Race Tracks Tax Act, R.S.O. 1990, c. R.1 (Finance)
Racing Commission Act, 2000, S.O. 2000, c. 20 (Government Services)
Railways Act, R.S.O. 1950, c.331 as amended by S.O. 1968, c.113, s.1, S.O. 1979, c.44 and S.O. 1986, c.64, s.61 (Transportation)
Rainbow Bridge Act, 1941, S.O. 1941, c.48 as amended by S.O. 1959, c.87 (Transportation)
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Real Property Limitations Act (Attorney General)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
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Registry Act, R.S.O. 1990, c. R.20 (Government Services)
Regulated Health Professions Act, 1991 - Audiology and Speech-Language Pathology Act, 1991 (Health and Long-Term Care)
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Regulated Health Professions Act, 1991 - Midwifery Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Nursing Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Occupational Therapy Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Opticianry Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Optometry Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Pharmacy Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Physiotherapy Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Psychology Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 - Respiratory Therapy Act, 1991 (Health and Long-Term Care)
Regulated Health Professions Act, 1991 (Health and Long-Term Care)
Regulations Act (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Remedies for Organized Crime and Other Unlawful Activities Act, 2001 (Attorney General)
Remembrance Day Observance Act, 1997, S.O. 1997, c.18 (Ministry of Citizenship and Immigration)
Repair and Storage Liens Act, R.S.O. 1990, c. R.25 (Government Services)
Representation Act, 1996 (Legislative Offices)
Representation Act (Minister Responsible for Democratic Renewal)
Rescuing Children from Sexual Exploitation Act, 2002, parts III and IV except elements of section 31 (Attorney General)
Rescuing Children from Sexual Exploitation Act, 2002, S.O. 2002, c. 5 (Parts I and II and section 31 in so far as that section relates to activities and programs under those Parts) (Ministry of Children and Youth Services)
Research Foundation Act (Economic Development and Trade)

Residential Complex Sales Representation Act, R.S.O. 1990, c. R.28 (Government Services)
Retail Business Holidays Act, R.S.O. 1990, c. R.30 (Government Services)
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Revised Statutes Confirmation and Corrections Act, 1993 (Attorney General)
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Social Work and Social Service Work Act, 1998, S.O. 1998, c. 31 (Community and Social Services)
Soldiers' Aid Commission Act, R.S.O. 1960, c. 377 (Community and Social Services)
Solicitors Act (Attorney General)
South Asian Heritage Act, 2001 (Culture)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parks Commission Act, 2000 (Ministry of Tourism)
St. Lawrence Parks Commission Act (Ministry of Tourism)
Stability and Excellence in Education Act, 2001 (Education)
Statistics Act, R.S.O. 1990, c. S.18 (Finance)
Statute and Regulation Revision Act, 1998 (Attorney General)
Statute Labour Act (Municipal Affairs and Housing)
Statute of Frauds (Attorney General)
Statutes Act (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act Supplementary Provisions Act, 1980, S.O. 1980, c. 28 (Finance)
Succession Law Reform Act (Attorney General)
Sunnybrook and Women's College Health Sciences Centre Act, 1998 (Health and Long-Term Care)
Superannuation Adjustment Benefits Repeal Act, 1994 S.O. 1994, c.21 (Finance)
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Surveys Act (Natural Resources)
Surveys Act, R.S.O. 1990, c. S. 30, s. 61. (Ministry of Public Infrastructure Renewal)
Sustainable Water and Sewage Systems Act, 2002 (Ministry of the Environment)
Tartan Act, 2000 (Culture)
Tax Incentive Zones Act (Pilot Projects), 2002, S.O. 2002, c. 22, Sched. B (Finance)
Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
Taxpayer Protection Act, 1999, S.O. 1999, c. 7, Sched. A (Finance)
Teachers' Pension Act (Education)
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Technical Standards and Safety Act, 2000, S.O. 2000, c. 16 (Government Services)
Tenant Protection Act, 1997 (Municipal Affairs and Housing)
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The Toronto District Heating Corporation Act, 1998 (Ministry of Energy)
Theatres Act, R.S.O. 1990, c. T.6 (Government Services)
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Toronto Futures Exchange Act, R.S.O. 1990, c. T.14 (responsibility assigned to the Minister of Government Services) (Finance)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
Toronto Stock Exchange Act, R.S.O. 1990, c. T.15 (Government Services)
Toronto Stock Exchange Act, R.S.O. 1990, c. T.15 (responsibility assigned to the Minister of Government Services) (Finance)
Toronto Waterfront Revitalization Corporation Act, 2002, S.O. 2002, c.28 (Ministry of Public Infrastructure Renewal)
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Town of Haldimand Act, 1999 (Municipal Affairs and Housing)
Town of Moosonee Act, 2000 (Municipal Affairs and Housing)
Town of Norfolk Act, 1999 (Municipal Affairs and Housing)
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Truck Transportation Act, R.S.O. 1990, c.T.22 (Transportation)
Trust Beneficiaries' Liability Act, 2004, S.O. 2004, c. 29, Sched. A (Government Services)
Trust Beneficiaries' Liability Act, 2004, S.O. 2004, c.29, Sched. A (responsibility assigned to the Minister of Government Services) (Finance)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act, R.S.O. 1990, c. U.1 (Finance)
Unconscionable Transactions Relief Act (Attorney General)
United Empire Loyalists' Day Act, 1997 (Culture)
University Expropriation Powers Act (Attorney General)
University Expropriation Powers Act (Training, Colleges and Universities)
University Foundations Act, 1992 (Training, Colleges and Universities)
University Health Network Act, 1997 (Health and Long-Term Care)
University of Ontario Institute of Technology Act, 2002 (Training, Colleges and Universities)
University of Ottawa Heart Institute Act, 1999 (Health and Long-Term Care)
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Urban Transportation Development Corporation Ltd. Act, R.S.O. 1980, c.518 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Ministry of Agriculture, Food and Rural Affairs)
Victims' Bill of Rights, 1995 (Attorney General)
Victims' Right to Proceeds of Crime Act, 1994 (Attorney General)
Vintners Quality Alliance Act, 1999, S.O. 1999, c. 3 (Government Services)
Vital Statistics Act, R.S.O. 1990, c. V.4 (Government Services)
Wages Act (Attorney General)
Warehouse Receipts Act (Attorney General)
Waste Diversion Act, 2002 (Ministry of the Environment)
Waste Management Act, 1992 (Ministry of the Environment)
Water Transfer Control Act (Natural Resources)
Weed Control Act (Ministry of Agriculture, Food and Rural Affairs)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wine Content and Labelling Act, 2000, S.O. 2000, c. 26, Sched. P (Government Services)
Woodlands Improvement Act (Natural Resources)
Workplace Safety and Insurance Act, 1997 (Labour)

Ontario

accessibility...open a world of opportunities

The new Accessibility for Ontarians with Disabilities Act, 2005, will create an accessible, inclusive society where all Ontarians have the opportunity to work, play, learn and otherwise participate to their full potential.

The act encompasses the provincial government, the broader public sector and the private sector and will focus on improving accessibility in key areas of everyday life, including buildings, workplaces, communications, transportation and customer service.

Accessibility standards – which will set out what must be done to remove barriers and when – will be developed collaboratively by people with disabilities, representatives of sectors or industries, government and others working together on standards development committees. The standards will be implemented in stages of five years or less, leading to an accessible Ontario in 20 years.

The act will make Ontario a world leader in improving accessibility for people with disabilities.

www.mcss.gov.on.ca/accessibility/index.html

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